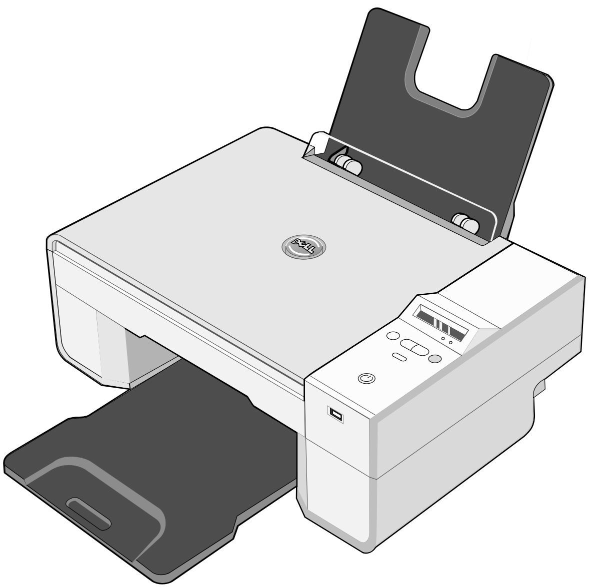
Dell™ Photo All-In-One Printer 924

Owner's Manual

Look Inside For:

- Ordering Supplies
- Getting Started
- Using the Printer
- Understanding the Printer Software
- Maintenance and Troubleshooting



www.dell.com/supplies | support.dell.com

Ordering Supplies

Your Dell Photo AIO Printer 924 includes software installed to detect the ink levels in the printer. During a print job, a screen appears on your computer to warn you of low ink levels. You can order ink online at **www.dell.com/supplies** or by phone.

US	877-INK-2-YOU	**Luxembourg**	02.713 1590
Australia	1300 303 290	**Malaysia**	1800 88 0301
Austria	08 20 - 24 05 30 35	**Mexico**	001 866 851 1754
Belgium	02.713 1590	**Netherlands**	020 - 674 4881
Canada	877-501-4803	**Norway**	231622 64
Chile	1230-020-3947	**Portugal**	21 4220710
	800-202874	**PRC**	800-858-0888
Colombia	01800-9-155676	**Poland**	022 579 59 65
Czech	+420 225 372 711	**Puerto Rico**	866-851-1760
Denmark	3287 5215	**Singapore**	1800 394 7486
Finland	09 2533 1411	**South Africa**	0860 102 591
France	825387247	**Spain**	902120385
Germany	0800 2873355	**Sweden**	08 587 705 81
Ireland	1850 707 407	**Switzerland**	0848 335 599
Italy	800602705	**UK**	0870 907 4574
Japan	044-556-3551		

NOTE: If your country is not listed, contact your Dell distributor to order supplies.

Your printer has been designed to print using the following ink cartridges.

Supply Item	**Part number**
Standard Capacity black ink cartridge	J5566
Standard Capacity color ink cartridge	J5567
High Capacity black ink cartridge	M4640
High Capacity color ink cartridge	M4646
Photo ink cartridge	J4844

Notes, Notices, and Cautions

NOTE: A NOTE indicates important information that helps you make better use of your printer.

NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

Contents

1 About Your Printer

Understanding the Printer Parts **11**

Setting Up Your Printer **13**

Setting the Language on Your Printer 13

Resetting the Language on Your Printer 13

Using the Operator Panel **14**

Operator Panel Menus 15

Understanding the Automatic Paper Type Sensor **17**

Loading Paper **19**

Print Media Guidelines **20**

Placing Your Document on the Scanner Glass **21**

2 Using the Printer

Printing **23**

Printing a Document 23

Printing Photos 24

Print Borderless Photos 25

Printing Photos From a PictBridge-Compatible Camera 26

Copying **26**

Copying Documents Using the Operator Panel 26

Copying Documents Using Your Computer 27

Copying Photos Using Your Computer 28

Copying Photos Without a Computer 28

Changing Copy Settings 29

Scanning **30**

Scanning Photos 30

Scanning Multiple Pages or Images 31

Scanning a Photo or Document Across a Network 32

Editing Scanned Text Using Optical Character Recognition (OCR) 33

Saving an Image on Your Computer 34

E-mailing a Scanned Image or Document 34

Enlarging or Reducing Images or Documents 35

Faxing **35**

Installing Microsoft Fax Console in Windows XP 36

Configuring Microsoft Fax Console (Windows XP) or Fax Service Management (Windows 2000) 36

Faxing a Paper Document 37

Faxing Electronic Documents 38

Receiving a Fax Using Fax Console or Fax Service Management 38

Viewing Sent and Received Faxes Using Fax Console or Fax Service Management 38

Viewing the Status of a Fax Using Fax Console or Fax Service Management 39

Changing the Fax Configuration 39

3 Understanding the Software

Using the Dell All-In-One Center **41**

Using Printing Preferences **43**

Using Dell Picture Studio v2.0 . . . . **45**

Dell Ink Management System **45**

Removing and Reinstalling the Software **47**

4 Ink Cartridge Maintenance

Replacing Ink Cartridges **49**

Aligning Ink Cartridges **53**

Cleaning the Ink Cartridge Nozzles **54**

5 Troubleshooting

Setup Problems **55**

Computer Problems 55

Printer Problems 56

General Problems **57**

Faxing Problems 57

Paper Problems 57

Error Messages and Lights **58**

Improving Print Quality **60**

6 Contacting Dell

Technical Assistance **61**

Automated Order-Status Service **61**

Contacting Dell **62**

7 Appendix

U.S. Terms and Conditions of Sale **81**

Limited Warranties and Return Policy **84**

Dell™ Printer Consumables Limited Warranties **88**

Export Regulations **89**

Dell™ Software License Agreement **89**

Regulatory Notices **90**

Index 93

⚠ CAUTION: SAFETY INSTRUCTIONS

Use the following safety guidelines to help ensure your own personal safety and to help protect your product and working environment from potential damage.

- If your product includes a modem, the cable used with the modem should be manufactured with a minimum wire size of 26 American wire gauge (AWG) and an FCC-compliant RJ-11 modular plug.
- To help protect your product from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply cord (UPS).
- Do not use your printer in a wet environment, for example, near a bath tub, sink, or swimming pool or in a wet basement.
- Ensure that nothing rests on your product's cables and that the cables are not located where they can be stepped on or tripped over.
- Use only the power cable provided with this product or the manufacturer's authorized replacement power cable.

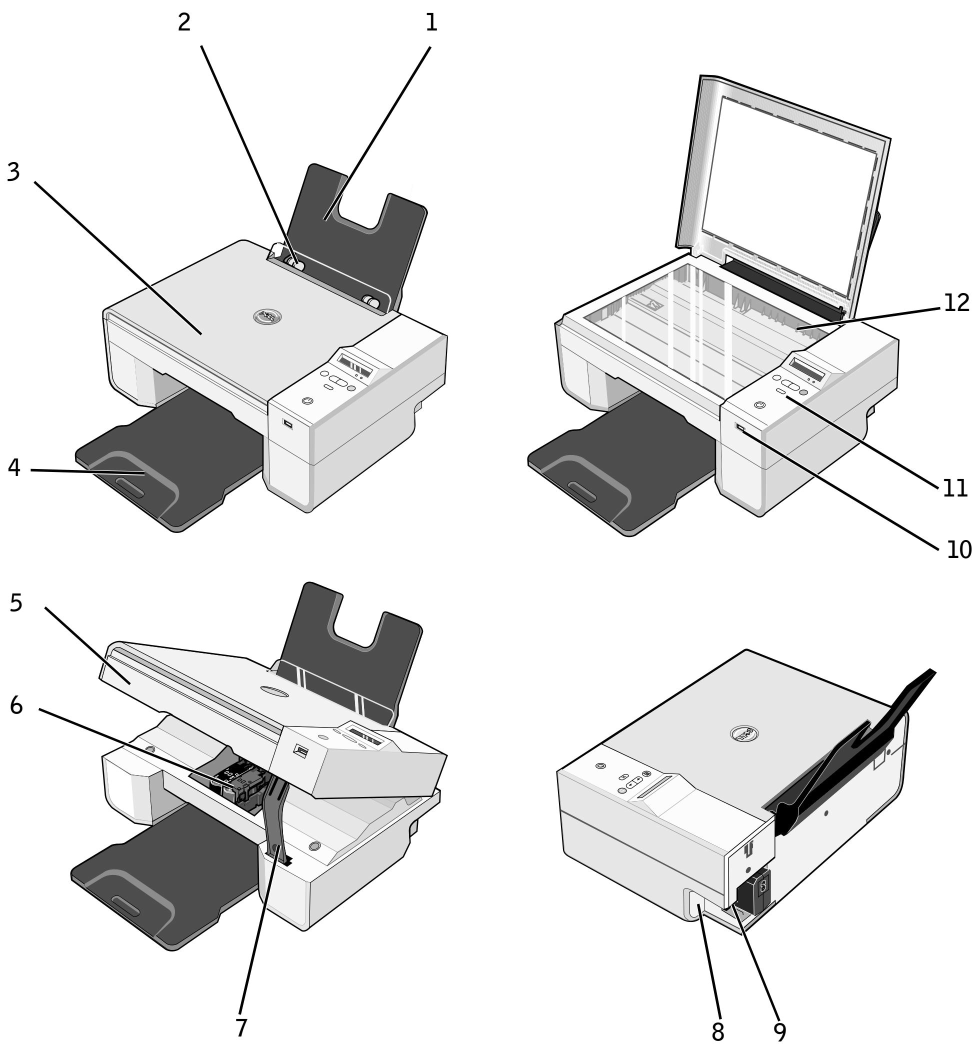
⚠ **CAUTION: If your product is not marked with this symbol ⧈, it must be connected to an electrical outlet that is properly grounded.**

- Connect the power cable to an electrical outlet that is near the product and easily accessible.
- To completely turn off the product, the power cable must be removed from the power source.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.
- Do not use the fax feature during an electrical storm. Do not set up this product or make any electrical or cabling connections, such as the power cable or telephone, during an electrical storm.
- This product is designed to meet safety standards with the use of specific Dell-authorized components. The safety features of some parts may not always be obvious. Dell disclaims liability associated with the use of non-Dell-authorized components.
- Refer to your *Owner's Manual* for instructions on the proper way to clear paper jams.

1

About Your Printer

Understanding the Printer Parts



	Part:	Description:
1	Paper support	Part that supports loaded paper.
2	Paper guide	Guide that helps the paper feed into the printer properly.
3	Top cover	Top of printer that holds your document or photo flat while you scan it.
4	Paper exit tray	Tray that holds the paper as it exits the printer. **NOTE:** Pull the paper exit tray straight out to extend it.
5	Printer unit	Unit you lift to gain access to the ink cartridges.
6	Ink cartridge carrier	Carrier that holds two ink cartridges, one color and the other black or photo. For more information on your cartridges, see "Replacing Ink Cartridges" on page 49.
7	Scanner support	Part under printer unit that keeps the printer open while you change ink cartridges. **NOTE:** To close the printer for normal operation, lift the printer unit, press the scanner support to the right, and then lower the printer unit until it rests on the main body of the printer.
8	USB connector	Slot into which you plug the USB cable (sold separately). The other end of the USB cable plugs into your computer.
9	Power connector	Slot into which you plug the power cable. **NOTE:** Insert the power cable into the printer before connecting the power cable into the wall outlet.
10	PictBridge USB connector	Slot into which you plug the USB cable (sold separately) that connects your printer to a PictBridge-enabled camera. For more information, see "Printing Photos From a PictBridge-Compatible Camera" on page 26.
11	Operator panel	Panel on the printer you use to control copying, faxing, and printing. For more information, see "Using the Operator Panel" on page 14.
12	Scanner glass	Surface on which you place your document or photo face down to copy, fax, or scan it.

Setting Up Your Printer

NOTE: The Dell AIO Printer 924 supports Microsoft® Windows® 2000, Windows XP, and Windows XP Professional x64 Edition.

Follow the instructions on your *Setting Up Your Printer* poster to install the hardware and software. If you encounter problems during setup, see "Setup Problems" on page 55.

Setting the Language on Your Printer

To set the language on your printer initially:

1 When you first power on your printer, press the **Arrow** buttons to find your language.

2 Press the **Menu** button to select your language.

Resetting the Language on Your Printer

If you need to change the default language used on the operator panel, complete the following steps:

1 Press the **Power** button to turn off the printer.

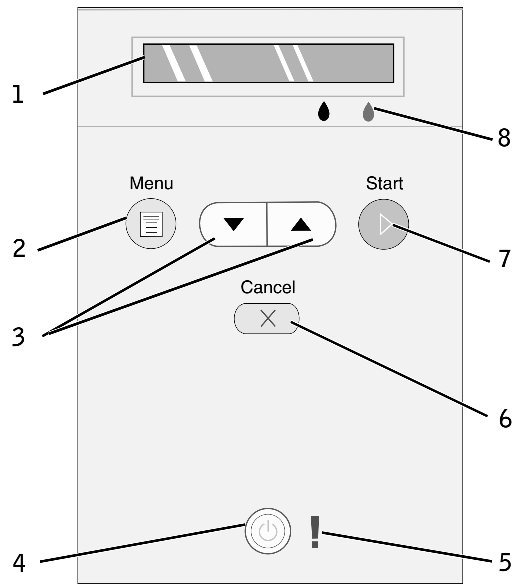
2 Press the **Power** button and the up arrow button simultaneously.

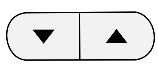
3 When the language settings appear, press the **Arrow** buttons to scroll to your language.

4 Press the **Menu** button to select your language.

Using the Operator Panel

The operator panel buttons allow you to scan, copy, and customize documents. The printer is on when the **Power** button is illuminated.



	Use the		To
1	Display		• View the number of copies selected. • View settings for Mode, Copy, Copies, Quality, Dark, Size, Zoom, and Maintenance. For more information, see "Operator Panel Menus" on page 15.
2	Menu button		• Scroll through the available menus. Each time you press this button, the current option is saved and the next menu appears on the display. • Feed newly loaded paper.
3	Up/Down arrow buttons		• Navigate menus and menu items. • Decrease/increase number of copies. • Change the selected mode.
4	Power button		Turn your printer on or off.

	Use the	To
5	Error light	Alert you to errors such as paper out, paper jam, or low ink.
6	Cancel button	• Cancel a scan, print, or copy job in progress. • Cancel a copy job (using only the printer), and eject a page. • Exit a menu, and return to the default settings.
7	Start button	Start the copying or scanning process. If the printer is in Scan mode, pressing this button opens the Dell All-In-One Center (if your printer is connected to a computer).
8	Ink Drop	Determine the amount of ink remaining in each ink cartridge. • The black ink cartridge level is shown in the display above the black ink drop. • The color ink cartridge level is shown in the display above the blue ink drop.

Operator Panel Menus

When you press the **Menu** button, the following menus appear. Press the **Arrow** buttons to scroll through the options available in each menu. When the setting you want to use is displayed, press the **Menu** button again to save the setting and move to the next menu available.

Copy Mode

Menu:	Submenu item:	Settings:
Copy	Copy	• Color* • Black
	Copies (use arrow buttons to specify quantity)	
	Quality	• Draft • Normal* • Photo
	Dark (use arrow buttons to specify darkness setting)	
	Size	• Letter* • Legal • B5 • A4 • A5 • 3x6 • 4x6 • L • 2L • 5x7 • Hagaki • 10x15 cm • 13x18 cm
	Zoom	• 25% • 50% • 75% • 100%* • 125% • 150% • 175% • 200% • 4x6 • 5x7 • Letter • A4 • L • 2L • Hagaki

* Factory default setting

Scan Mode

The **Scan** submenu is only available if the printer is connected to a network adapter. If you choose Scan as the mode, you are prompted to choose the destination computer for the scanned document. You can scroll through the available computers by pressing the arrow buttons.

Pressing the **Menu** button selects the currently displayed computer name.

NOTE: If your printer is connected locally, the Scan submenu does not appear; the host computer is automatically selected.

Maintenance Mode

Menu	Submenu item
Maintenance	Align Cartridges
	Clean Cartridges
	Print Text Page
	Back

NOTE: The **Back** option allows you to leave the **Maintenance** menu without making a selection. Choosing this option takes you back one menu level.

Understanding the Automatic Paper Type Sensor

Your printer has an automatic paper type sensor that detects the following paper types:

- Plain
- Transparency
- Glossy/photo

If you load one of these paper types, the printer detects the paper type and automatically adjusts the **Quality/Speed** settings.

	Quality/Speed settings	
Paper type	**Black and Color Cartridges Installed**	**Photo and Color Cartridges Installed**
Plain	Normal	Photo
Transparency	Normal	Photo
Glossy/photo	Photo	Photo

NOTE: Your printer cannot detect the paper size.

To choose paper size:

1 With your document open, click **File→Print**.
2 In the **Print** dialog box, click **Preferences** or **Properties** (depending on your program or operating system).

   The **Printing Preferences** dialog box opens.
3 On the **Print Setup** tab, select the paper size.
4 Click **OK**.

Unless you turn off the automatic paper type sensor, it always remains on. To turn off the automatic paper type sensor for a specific print job:

1 With your document open, click **File→Print**.
2 In the **Print** dialog box, click **Preferences** or **Properties** (depending on your program or operating system).

   The **Printing Preferences** dialog box opens.
3 Click the **Print Setup** tab.
4 Select the paper type from the **Media Type** drop-down menu.
5 Click **OK**.

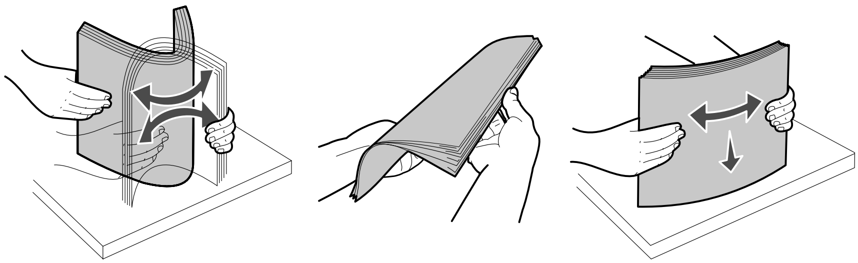
To turn off the automatic paper type sensor for all print jobs:

1 In *Windows XP*, click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes.**

   In *Windows 2000*, click **Start→Settings→ Printers.**
2 Right-click the Dell Photo AIO Printer 924 icon.
3 Click **Printing Preferences**.
4 Click the **Print Setup** tab.
5 Select the paper type from the **Media Type** drop-down menu.
6 Click **OK**.

Loading Paper

1 Fan the paper.

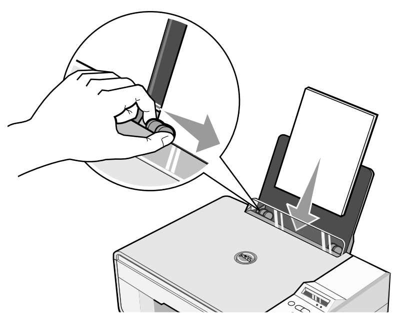


2 Center the paper on the paper support.

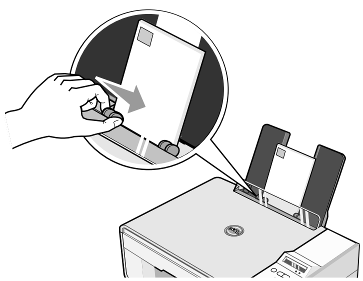
3 Adjust the paper guides so both are resting against the edges of the paper.

NOTE: Do not pull on both paper guides simultaneously. When one paper guide is moved, the other adjusts accordingly.

NOTE: Do not force paper into the printer. The paper should be flat against the paper support surface, and the edges of the paper should be flush against both paper guides.



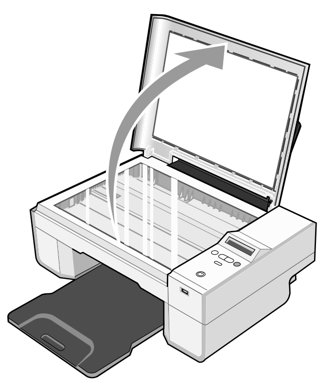
Print Media Guidelines

Load up to:	Make sure:
100 sheets of plain paper	• The paper is centered between the left and right paper guides. **NOTE:** Load letterhead paper with the top of the letterhead entering the printer first and facing up. • You select **Draft**, **Normal**, or **Photo** print quality. **NOTE:** Do not select **Draft** if you have a Photo cartridge installed.
20 sheets of banner paper	• You remove any paper from the paper support before inserting banner paper. • You place a stack of banner paper on or behind the printer, with only the number of sheets required. **NOTE:** You must select **A4 Banner** or **Letter Banner** paper size in **Print Properties**. Failure to do so will cause a paper jam. See "Paper Problems" on page 57. • You load the leading edge of the banner paper into the printer against the right side of the paper support. • The banner paper is centered between the left and right paper guides. • You use banner paper designed for inkjet printers.
10 envelopes	• The print side of the envelopes faces up. • The envelopes are centered on the paper support, in between the left and right paper guides. • The stamp location is in the upper left corner and printed with landscape orientation.  **NOTE:** For Japanese customers: If you are mailing within Japan, the envelope can be printed with portrait orientation with the stamp in the lower right corner or with landscape orientation with the stamp in the lower left corner. If you are mailing internationally, print landscape orientation with the stamp in the upper left corner. • The paper guide rests against the left edge of the envelopes. • You select the correct envelope size. Select the next biggest size if the exact envelope size is not listed, and set the left and right margins so that your envelope text will be correctly positioned.

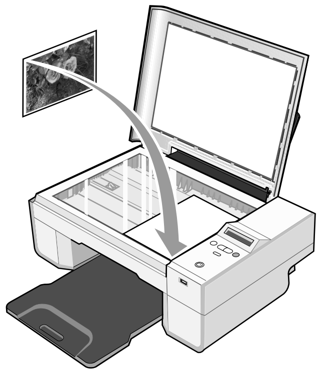
Load up to:	Make sure:
25 greeting cards, index cards, postcards, or photo cards	• The print side of the cards faces up. • The cards are centered on the paper support, in between the left and right paper guides. • The paper guide rests against the left edge of the cards. • You select **Normal** or **Photo** print quality.
25 sheets of photo or glossy paper	• The glossy side of the paper faces up. • The paper is centered on the paper support, in between the left and right paper guides. • You select **Normal** or **Photo** print quality. • The paper is loaded vertically against the right side of the paper support.
10 iron-on transfers	• You follow the loading instructions on the packaging. • The blank side of the transfer faces up. • The transfer is centered on the paper support, in between the left and right paper guides. • You select **Normal** or **Photo** print quality. **NOTE:** For best results, iron-on transfers should be fed one sheet at a time.
50 transparencies	• The rough side of the transparencies faces up. • The transparencies are centered on the paper support, in between the left and right paper guides. **NOTE:** You can load a single transparency into the paper support without removing plain paper. • You select **Normal** or **Photo** print quality.

Placing Your Document on the Scanner Glass

1 Open the top cover.

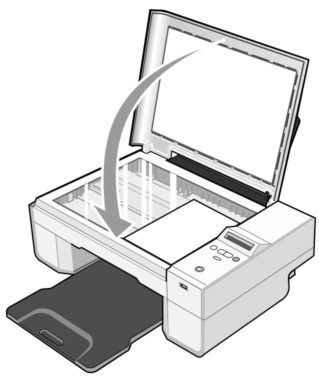


2 Place the document on the scanner glass.



NOTE: Make sure the upper left corner of the front of the item aligns with the arrow on the printer.

3 Close the top cover.



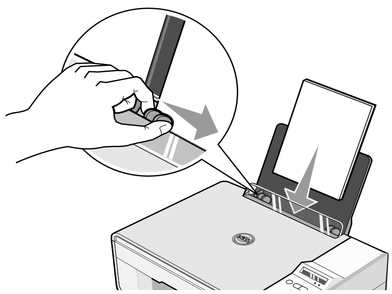
2

Using the Printer

Printing

Printing a Document

1. Turn on your computer and printer, and make sure they are connected.
2. Load paper with the print side facing up. For more information, see "Loading Paper" on page 19.



3. With your document open, click **File**→**Print**.
4. To customize your print settings:
   a. Click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).

      The **Printing Preferences** dialog box opens.
   b. On the **Print Setup** tab, select the print quality/speed, paper size, black and white or color printing, borderless printing, orientation, and number of copies.
   c. On the **Advanced** tab, you can specify a 2-sided printing option, a specialized layout option, or if you want to use **Automatic Image Sharpening**.
   d. After making the changes in **Printing Preferences**, click **OK** at the bottom of the screen to return to the **Print** dialog box.
5. Click **OK** or **Print** (depending on the program or operating system).

Printing Photos

1. Load the photo paper with the print (glossy) side facing up. For more information, see "Print Media Guidelines" on page 20.
2. Make sure you have a color cartridge and a photo cartridge installed. For more information, see "Replacing Ink Cartridges" on page 49.
3. With your document open, click **File→Print**.
4. To customize your print settings, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).

   The **Printing Preferences** dialog box opens.

NOTE: If you are using the Dell Picture Studio™ v2.0, select **View All Printer Settings** to view **Print Properties**.

5. On the **Print Setup** tab, select **Photo**, and then select the dpi settings for the photo from the drop-down menu.
6. Select the paper size, orientation, and the number of copies.

NOTE: Photo/glossy paper is recommended for printing photos.

7. When you are finished customizing your print settings, click **OK**.
8. Click **OK** or **Print** (depending on the program or operating system).
9. To prevent your photos from sticking together or smudging, remove each photo after it exits the paper exit tray.

NOTE: Before placing your prints in a nonadhesive photo album or frame, allow sufficient time for the prints to dry thoroughly (12 to 24 hours, depending on the ambient conditions). This maximizes the life of your prints.

Print Borderless Photos



1 For best results, load photo/glossy paper, and make sure the print side is facing up. For more information, see "Print Media Guidelines" on page 20.

2 Make sure you have a color cartridge and a photo cartridge installed. For more information, see "Replacing Ink Cartridges" on page 49.

3 With your document open, click **File→Print**.

4 To customize your print settings, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).

   The **Printing Preferences** dialog box opens.

5 On the **Print Setup** tab, select **Photo**, and then select the dpi settings for the photo from the drop-down menu.

6 Select the **Borderless** check box, orientation of the photo, and the number of copies you want.

7 On the **Advanced** tab, select the borderless paper size from the drop-down menu, and click **OK**.

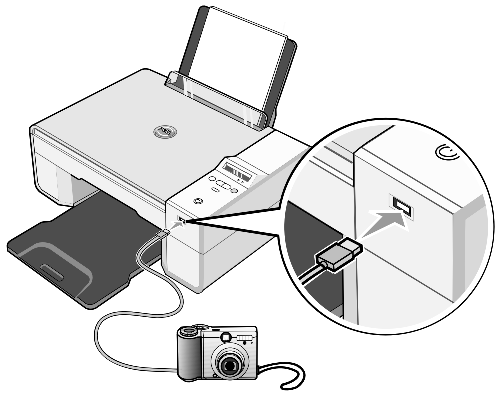
8 Click **OK** or **Print** (depending on the program or operating system).

Printing Photos From a PictBridge-Compatible Camera

Your printer supports PictBridge-compatible cameras.

1 Insert one end of the USB cable into the camera.

2 Insert the other end of the USB cable into the PictBridge port on the front of the printer.



NOTE: When your printer is not connected to a computer, and a PictBridge-compatible camera is connected to your printer, most functions accessed from your printer's operator panel buttons are unavailable. These functions become available after you disconnect the PictBridge-compatible camera from your printer.

3 Turn on your digital camera. Refer to the instructions included with your camera for selection of the appropriate camera USB settings and PictBridge connection and usage information.

NOTE: For many digital cameras, there are two USB mode selections: computer and printer (or PTP). For PictBridge-compatible printing, the printer (or PTP) USB selection should be used. For more information, refer to the documentation included with your camera.

Copying

To make copies, you can use the printer operator panel or your computer.

Copying Documents Using the Operator Panel

1 Turn on your printer.

2 Load the paper. For more information, see "Loading Paper" on page 19.

3 Open the top cover.

4 Place the document you want to copy face down on the scanner glass and make sure the upper left corner of the front of the document aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.

5 Close the top cover.

6 Access the menu to change copy settings. For more information, see "Operator Panel Menus" on page 15.

7 On the operator panel, press the **Start** button. The copy is made in the currently specified copy selection (Color or Black).

   `Copying` appears on the display.

NOTE: If you press the **Start** button without specifying a copy selection, the copy is printed in color by default.

Copying Documents Using Your Computer

1 Turn on your computer and printer, and make sure they are connected.

2 Load the paper. For more information, see "Loading Paper" on page 19.

3 Open the top cover.

4 Place the document you want to copy face down on the scanner glass, and make sure the upper left corner of the front of the document aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.

5 Close the top cover.

6 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 924**→**Dell All-In-One Center**.

   The **Dell All-In-One Center** opens.

7 Select the number of copies (1–99) and color setting from the drop-down menu.

8 Click **See More Copy Settings** to:

   – Choose a copy quality.
   – Select the blank paper size.
   – Select the original document size.
   – Lighten or darken your document.

9 When you are finished customizing your settings, click **Copy Now**.

Copying Photos Using Your Computer

1. Turn on your computer and printer, and make sure they are connected.
2. Load photo paper with the print side facing up. For more information, see "Print Media Guidelines" on page 20.
3. Open the top cover.
4. Place the photo you want to copy face down on the scanner glass, and make sure the upper left corner of the front of the photo aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.
5. Close the top cover.
6. Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 924**→**Dell All-In-One Center**.

   The **Dell All-In-One Center** opens.
7. Click **Preview Now**.
8. Adjust the dotted lines to fit around the portion of the image you want to print.
9. In the **Copy** section, select a quantity, and choose a photo option (**Color Photo** or **Black and White Photo**).
10. To customize your photo, click **See More Copy Settings**.
11. When you finish customizing your settings, click **Copy Now**.

Copying Photos Without a Computer

1. Turn on your printer.
2. Load photo paper with the print side facing up. For more information, see "Loading Paper" on page 19.
3. Open the top cover.
4. Place the photo you want to copy face down on the scanner glass, and make sure the upper left corner of the front of the photo aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.
5. Close the top cover.
6. From the `Quality` submenu, select `Photo`. For more information, see "Operator Panel Menus" on page 15.
7. Press the **Start** button ▷.

Changing Copy Settings

1. Click **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 924→Dell All-In-One Center**.

   The **Dell All-In-One Center** opens.

2. Select a copy quantity and color.
3. Click **See More Copy Settings** to:
   - Choose a copy quality.
   - Select the blank paper size.
   - Select the original document size.
   - Lighten or darken your document.
   - Reduce or enlarge your document.
4. Click the **Advanced** button to change options such as paper size and quality.
5. To make any changes, click the following tabs.

Click this tab:	To:
Print	• Select the paper size and type. • Select borderless printing options. • Select the print quality.
Scan	• Select the color depth and scan resolution. • Auto-crop the scanned image.
Image Enhancements	• Sharpen your blurry images. • Adjust the brightness of your image. • Adjust the color correction curve (gamma) of your image.
Image Patterns	• Smooth the conversion of a gray image to a black and white dot pattern (dither). • Remove image patterns from magazines or newspapers (descreen). • Reduce the background noise on your color document.

6. When you finish customizing your copy settings, click **OK**, and then click **Copy Now**.

Scanning

You can scan with your printer using the printer operator panel or your computer.

1. Turn on your computer and printer, and make sure they are connected.
2. Open the top cover.
3. Place the document you want to scan face down on the scanner glass, and make sure the upper left corner of the front of the document aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.
4. Close the top cover.
5. Open the Dell All-In-One Center by clicking **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 924→Dell All-In-One Center**.

   The **Dell All-In-One Center** opens.

NOTE: You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in `Scan` mode, press the **Start** button. The **Dell All-In-One Center** opens on your computer.

6. In the **Send scanned image to:** drop-down menu, select a program as your scan destination. For example, choose **Fax** to scan an image you want to fax.

NOTE: If the program you want to use is not listed, select **Search for more...** in the drop-down menu. On the next screen, click **Add** to locate and add your program to the list.

7. Customize your scan settings.
8. Click **Scan Now** to complete your scan.

Scanning Photos

1. Turn on your computer and printer, and make sure they are connected.
2. Open the top cover.
3. Place the photo you want to scan face down on the scanner glass, and make sure the upper left corner of the front of the document aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.
4. Close the top cover.

5 Open the Dell All-In-One Center by clicking **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 924→Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

NOTE: You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in `Scan` mode, press the **Start** button ▷. The **Dell All-In-One Center** opens on your computer.

6 Click **Preview Now** to see your scanned image.

7 Adjust the dotted lines to fit around the portion of the image you want to scan.

8 In the **Send scanned image to:** drop-down menu, select the program you want to use.

NOTE: If the program you want to use is not listed, select **Search for more...** in the drop-down menu. On the next screen, click **Add** to locate and add your program to the list.

9 Change any settings.

10 When you finish customizing your image, click **Scan Now**.

When your document has finished processing, the selected program opens.

Scanning Multiple Pages or Images

1 Turn on your computer and printer, and make sure they are connected.

2 Open the top cover.

3 Place the first item you want to scan face down on the scanner glass, and make sure the upper left corner of the front of the sheet aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.

4 Close the top cover.

5 Open the Dell All-In-One Center by clicking **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 924→Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

NOTE: You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in `Scan` mode, press the **Start** button ▷. The **Dell All-In-One Center** opens on your computer.

6 In the **Send scanned image to:** drop-down menu, select a program as your scan destination.

NOTE: If the program you want to use is not listed, select **Search for more...** in the drop-down menu. On the next screen, click **Add** to locate and add your program to the list.

7 In the **Scan** section, click **See More Scan Settings**.

8 Click the **Advanced** button.

9 Click **Display Advanced Scan Settings** to change advanced options.

10 On the **Scan** tab, click the **Scan multiple items before output** box.

11 Click **OK**.

12 When you finish customizing your settings, click **Scan Now**.

After you scan the first page, a prompt appears requesting the next page.

13 Place the next sheet on the scanner glass, and click **Yes**. Repeat until you finish scanning all pages.

14 When finished, click **No**. The program opens with the multiple pages scanned.

Scanning a Photo or Document Across a Network

If your printer is attached to a network, you can scan photos or documents and have them sent to any computer on the network.

1 Open the top cover.

2 Place the document or photo you want to scan face down on the scanner glass, and make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.

3 Close the top cover.

4 Press the up arrow button on the operator panel to change printer modes. When the LED displays `Scan`, press the **Menu** button to save the selection.

5 From the submenu, scroll through the available computers until you find the one you want to send your photo or document to, and then press the **Menu** button to save the selection.

The photo or document is scanned and sent to the specified computer.

NOTE: If your printer is connected locally, the Scan submenu does not appear; the host computer is automatically selected.

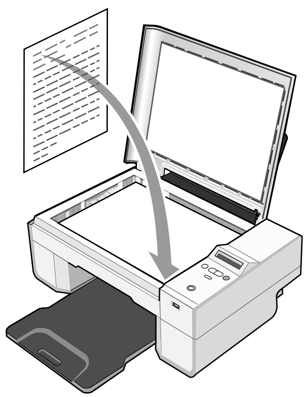
Editing Scanned Text Using Optical Character Recognition (OCR)

Optical Character Recognition (OCR) software converts a scanned image into editable text within a word-processing program.

NOTE: Japanese and Chinese customers: Ensure you have OCR software installed on your computer. A copy of OCR software was provided with your printer and should have installed at the same time as your printer drivers.

1 Open the top cover.

2 Place the document you want to scan face down on the scanner glass. Make sure the upper left corner of the front of the document aligns with the arrow on the printer.



3 Close the top cover.

4 Open the Dell All-In-One Center by clicking **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 924→Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

NOTE: You can also open the **Dell All-In-One Center** from the operator panel on your printer. When your printer is in `Scan` mode, press the **Start** button. The **Dell All-In-One Center** opens on your computer.

5 In the **Send scanned images to:** drop-down menu, select a word-processing or text-editing program.

NOTE: If the program you want to use is not listed, select **Search for more...** in the drop-down menu. On the next screen, click **Add** to locate and add your program to the list.

6 In the **How will the scan be used?** drop-down menu, select **To edit text (OCR and 300 DPI)**.

7 Click **Scan Now**.

The scanned text appears.

Saving an Image on Your Computer

1 Click **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 924→Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

2 In the **Productivity Tools** section, click **Save an image on my computer**.

3 Follow the instructions on your screen.

E-mailing a Scanned Image or Document

To send scanned images or documents through e-mail:

1 Open the top cover.

2 Place the document or photo you want to scan face down on the scanner glass, and make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.

3 Close the top cover.

4 Click **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 924→Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

5 Click **Preview Now**.

6 In the **Productivity Tools** section, click **E-mail an image to a friend**.

7 In the **What is being scanned?** menu, make a selection.

8 Follow the instructions on the screen to prepare the photograph for e-mail.

9 Click **Next**.

10 Open your e-mail program, write a note to accompany the attached photo, and then send it.

NOTE: If you have questions about attaching documents to e-mail, consult the Help for your e-mail program.

Enlarging or Reducing Images or Documents

If you are using your printer *with* a computer, you can enlarge or reduce your document between 25–400 percent using the Dell All-In-One Center.

If you are using your printer *without* a computer, you can enlarge or reduce your document by 25, 50, 100, 150, or 200 percent, and with Fit-to options using the operator panel.

1. Load the paper. For more information, see "Loading Paper" on page 19.
2. Open the top cover.
3. Place the document or photo face down on the scanner glass, and make sure the upper left corner of the front of the item aligns with the arrow on the printer. For more information, see "Placing Your Document on the Scanner Glass" on page 21.
4. Close the top cover.
5. Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 924**→**Dell All-In-One Center**.

   The **Dell All-In-One Center** opens.
6. Click **Preview Now**.
7. In the **Productivity Tools** section, select **Enlarge or reduce an image**.
8. Follow the instructions on the screen to select the size of your new image.
9. When you finish customizing your image, click **Print Now**.

Faxing

To send a fax using this printer, you need to have the printer attached to a computer which is equipped with a modem and has Microsoft Fax installed. Before you do anything else, check to see that the Microsoft Fax software is on your computer:

Click **Start**→ **Programs** or **All Programs**→ **Accessories**→ **Communications**.

For Windows XP:

- If you see Fax in the list that appears, you have Microsoft Fax on your computer. Continue with "Configuring Microsoft Fax Console (Windows XP) or Fax Service Management (Windows 2000)" on page 36.
- If you do not see Fax in the list that appears, continue with "Installing Microsoft Fax Console in Windows XP" on page 36.

For Windows 2000, Fax Service Management is automatically installed.

Installing Microsoft Fax Console in Windows XP

1. Click **Start→ Settings→ Control Panel**. Under **Pick a Category**, click **Add or Remove Programs**.

   The **Add or Remove Programs** dialog box opens.

2. Click **Add/Remove Windows Components**.
3. In the **Components** list, click to select the **Fax Services** box.
4. Click **Next**.
5. Click **Finish**.
6. In the **Add or Remove Programs** dialog box, click **Close**.

Configuring Microsoft Fax Console (Windows XP) or Fax Service Management (Windows 2000)

To configure for fax:

1. Click **Start→Programs** or **All Programs→Accessories→Communications→Fax→ Fax Console** (Windows XP) or **Fax Service Management** (Windows 2000).
2. On the **Welcome to Fax Configuration** screen, click **Next**.
3. On the **Sender Information** screen, type the information you want to be displayed on your fax cover page, and then click **Next**.
4. On the **Select Device for Sending or Receiving Faxes** screen, click the modem that is installed in your computer in the **Please select the fax device** list.
5. If you want to disable the sending of faxes, click to clear the **Enable Send** check box.
6. Click the **Manual answer** button or **Automatically answer after** (user-defined number of rings) button.
7. Click to select the **Enable Receive** check box if you want to receive faxes.

NOTE: Selecting the **Enable Receive** check box allows you to receive faxes but may cause the computer modem to answer all phone calls, in which case you may not receive voice mail.

8. Click **Next**.
9. On the **Transmitting Subscriber Identification** (TSID) screen, type the identification information (usually your fax number and your name or business name) in the **TSID** box. This information will appear in the header area of the faxes you send and identifies your fax machine to the person who receives your faxes.

NOTE: The TSID is mandatory in some areas.

10 Click **Next**.

NOTE: Steps 10–13 only occur if you enabled your machine to receive faxes in step 6.

11 On the **Called Subscriber Identification** (CSID) screen, type the CSID (appears to confirm that the fax is being sent to the correct recipient) that you want in the **CSID** box.

12 Click **Next**.

13 On the **Routing Options** screen, click to select the **Print it on** check box if you want each received fax to be automatically printed. When you select this check box, select the **Dell Photo AIO Printer 924** to print the received fax.

NOTE: Your printer must be on and connected to your computer in order to automatically print faxes.

14 Click to select the **Store a copy in a folder** check box if you want to create an archive copy of each fax. When you select this check box, you are able to specify the storage location for the fax copy.

15 Click **Next**.

16 Confirm the configuration settings in the **Configuration Summary** list, and then click **Finish**.

You are now ready to send or receive faxes.

Faxing a Paper Document

To fax a single or multiple page paper document, use the **Dell All-In-One Center**.

1 Turn on your printer and computer, and make sure they are connected. Make sure your computer modem is connected to an active analog phone line. If you have DSL broadband service on the same phone line that you are using to fax, you must also have a DSL filter installed. Contact your Internet Service Provider for information.

2 Place your document on the scanner glass, and make sure the upper left corner aligns with the arrow on the printer.

3 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 924**→**Dell All-In-One Center**.

The **Dell All-In-One Center** opens.

4 In the **Dell All-In-One Center** you can either:

- In the **Scan** or **Fax** section, send a single or multiple page fax. First, customize your fax job by answering the questions that appear on your screen.

  To send a single-page fax, click **Fax Now**.

  To send a multiple-page fax, click **Advanced→Scan multiple items before output→OK**.

- In the **Productivity Tools** section, click **Fax an image**, and follow the instructions on the screen.

NOTE: One of the questions on the screen asks if there is more than one page. If there are multiple pages in your fax, you should choose **Yes, prompt me for each page.**

Faxing Electronic Documents

1 With the file open, click **File→Print**.

2 In the printer list, select **Fax**.

3 Click **Print**, and then follow the instructions on the screen.

Receiving a Fax Using Fax Console or Fax Service Management

1 Make sure that an active telephone line is connected to the wall jack connector on the computer modem.

2 Click **Start→Programs** or **All Programs→Accessories→Communications→Fax**.

3 Click **Fax Console** or **Fax Service Management**.

If you selected the **Enable Receive** check box when configuring Fax Console or Fax Service Management, you are now ready to receive a fax.

NOTE: Selecting the **Enable Receive** check box allows you to receive faxes but may cause the computer modem to answer all phone calls, in which case you may not receive voice mail.

Viewing Sent and Received Faxes Using Fax Console or Fax Service Management

NOTE: Only faxes sent and received by Fax Console can be seen by Fax Console.

1 Click **Start→Programs** or **All Programs→Accessories→Communications→Fax**.

2 Click **Fax Console** or **Fax Service Management**.

View received faxes in the **Inbox**; view sent faxes in **Sent Items**.

Viewing the Status of a Fax Using Fax Console or Fax Service Management

1 Click **Start**→**Programs** or **All Programs**→**Accessories**→**Communications**→**Fax**.

2 Click **Fax Console** or **Fax Service Management**.

3 The following folders appear:

- **Incoming** — faxes currently being received
- **Inbox** — faxes that have been received
- **Outbox** — faxes scheduled to be sent
- **Sent Items** — faxes successfully sent

4 Click the folder of your choice.

5 Click the fax in the right pane for which you want to view the status, and then click **Preferences** or **Properties**.

6 Click the **General** tab, and view the Status line.

7 Click **Close** when you are finished.

Changing the Fax Configuration

1 Click **Start**→**Programs** or **All Programs**→**Accessories**→ **Communications**→**Fax**, and then click **Fax Console**.

2 In Fax Console, click **Configure Fax** on the **Tools** menu to start the Fax Configuration Wizard.

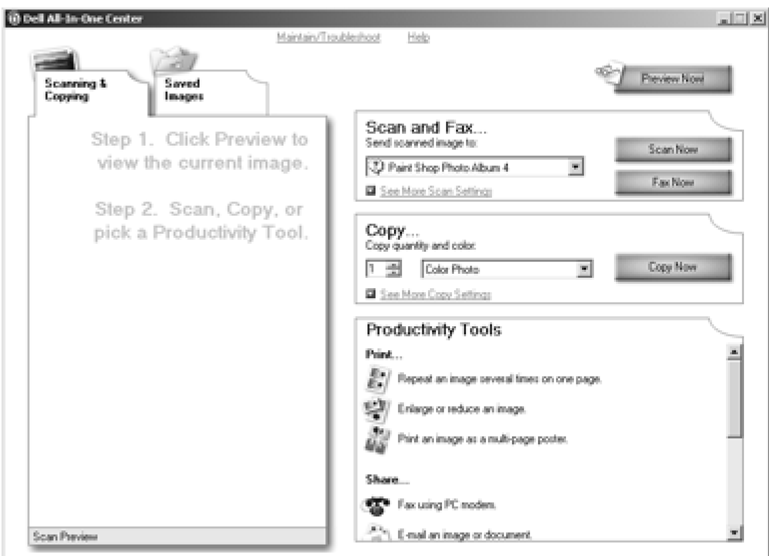
3

Understanding the Software

The printer software includes:

- **Dell All-In-One Center** — Allows you to perform various scan, copy, fax, and print operations with newly scanned and previously saved documents and images.
- **Printing Preferences** — Allows you to adjust printer settings.
- **Dell Picture Studio™ v2.0** — Allows you to manage, edit, display, print, and convert photos and other types of images.
- **Dell Ink Management System™** — Warns you when your printer is running low on ink.

Using the Dell All-In-One Center



The **Dell All-In-One Center** allows you to:

- Scan, copy, fax, and use productivity tools.
- Select where you want to send the scanned image.

- Select the quantity and color of your copies.
- Access troubleshooting and maintenance information.
- Preview images you want to print or copy.
- Manage photos (copy them to folders, print them, perform creative copying).

To access the **Dell All-In-One Center**:

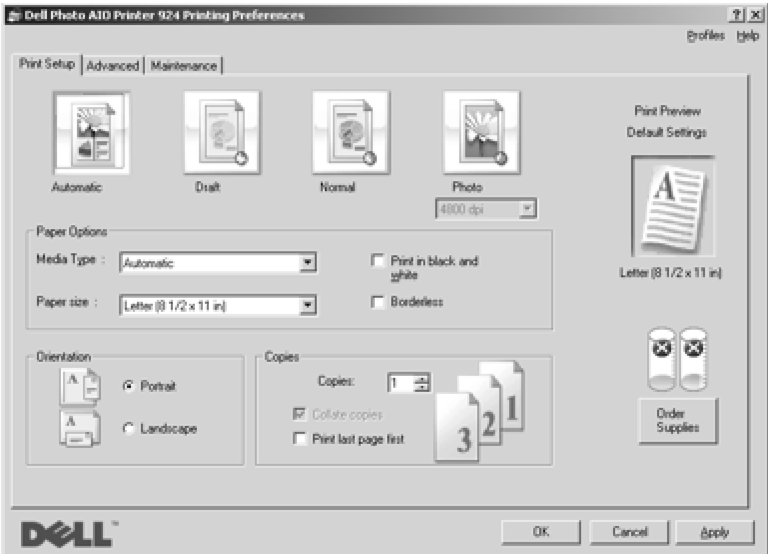
Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo AIO Printer 924**→**Dell All-In-One Center**.

The Dell All-In-One Center includes four main sections: **Scan or Fax, Copy, Productivity Tools,** and **Preview.**

In this section:	You can:
Scan or Fax	• Select the program where you want to send the scanned image. • Select the type of image being scanned. • Select how you will use the scan. • Select **Fax Now.** **NOTE:** Click **See More Scan Settings** to view all settings.
Copy	• Select the quantity and color of your copies. • Select a quality setting for your copies. • Adjust the size of the scanned area. • Lighten or darken your copies (this can also be accomplished using the operator panel). • Enlarge or reduce your copies. **NOTE:** Click **See More Copy Settings** to view all settings.
Productivity Tools	• Enlarge or reduce an image. • Repeat an image several times on one page. • Print an image as a multi-page poster. • Fax using your computer's modem. • E-mail an image. • Save an image on your computer. • Edit text found in a scanned document (Optical Character Recognition). • Modify an image with a photo editor.
Preview	• Select a portion of the preview image to scan. • View an image of what will be printed or copied.

For more information about the Dell All-In-One Center, click **Help** in the Dell All-In-One Center.

Using Printing Preferences



Printing Preferences allows you to change the various printer settings. You can change your printer settings in **Printing Preferences** depending on the type of project you want to create.

To access **Printing Preferences**:

1 With your document open, click **File→Print**.

   The **Print** dialog box opens.

2 In the **Print** dialog box, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).

   The **Printing Preferences** dialog box opens.

To access **Printing Preferences** when a document is not open:

1 In Windows XP, click **Start→Control Panel→ Printers and Other Hardware→Printers and Faxes**.

   In Windows 2000, click **Start→Settings→Printers**.

2 Right-click the printer icon, and then select **Printing Preferences**.

NOTE: Changes made to the printer settings from the **Printers** folder become the default settings for most programs.

Printing Preferences Tabs

Printing Preferences includes three main tabs.

Tab	Options
Print Setup	Quality/Speed — Select **Automatic**, **Draft**, **Normal**, or **Photo** depending on your desired output quality. **Draft** is the fastest option but should not be selected if you have a photo cartridge installed.
	Media Type — Allows you to set the paper type manually, or have the printer sensor detect the paper type automatically.
	Paper Size — Select the size and type of paper.
	Print Color Images in Black and White — Print your color images in black and white to save the ink in your color ink cartridge. **NOTE:** You cannot select this setting if you have selected **Color Cartridge for all Black Printing.**
	Orientation — Select how the document is arranged on the printed page. You can print using portrait or landscape orientation.
	Multiple Copies — Customize how the printer prints several photocopies of a single print job: **Collated**, **Normal**, or **Print Last Page First**.
Advanced	2-Sided Printing — Select this to print on both sides of the paper.
	Layout — Select **Normal**, **Banner**, **Mirror**, **N-up**, **Poster**, **Booklet,** or **Borderless**.
	Automatic Image Sharpening — Automatically select the best image sharpening level based on image content.
	More Options — Allows you to specify **Appearance Mode** and **Complete-A-Print** settings.
Maintenance	Install Print Cartridges
	Clean Print Cartridges
	Align Print Cartridges
	Print a Test Page
	Network Support
	Remove Japanese Postcard Residue

Using Dell Picture Studio v2.0

In Dell Picture Studio v2.0, you can explore digital photography and learn how to organize, create, or print photos. There are three components to the Dell Picture Studio:

- Paint Shop Photo Album

  Click **Start→Programs** or **All Programs→Dell Picture Studio v2.0→ Paint Shop Photo Album 4→Paint Shop Photo Album**.

- Dell Picture Studio Home

  Click **Start→Programs** or **All Programs→Dell Picture Studio v2.0→Dell Picture Studio Home**.

- Dell.Shutterfly.com - Online Print Service

  Click **Start→Programs** or **All Programs→Dell Picture Studio v2.0→Dell.Shutterfly.com - Online Print Service**.

Dell Ink Management System

Each time you print a job, a printing progress screen appears, which shows the progress of the print job as well as the amount of ink remaining and the approximate number of pages remaining in the cartridge. The page counter is hidden during the first 50 pages of cartridge use, until printing habits are learned and a more accurate count can be given. The number of pages remaining changes as a result of the type of print jobs the printer completes.

When your ink cartridge levels are low, a **Low Ink Warning** appears on your screen when you try to print. This warning is displayed every time you print until you install a new ink cartridge. For more information on replacing ink cartridges, see "Replacing Ink Cartridges" on page 49.

When one or both of your ink cartridges are empty, the **Reserve Tank** window appears on your screen when you try to print. If you continue printing, the print job may not print as you expect.

If your black ink cartridge is out of ink, you can choose to print black from the color ink cartridge (Process Black) by selecting **Complete-A-Print** before clicking the **Continue Printing** button. If you select **Complete-A-Print**, and click **Continue Printing**, Process Black is used for all black printing until the black cartridge is replaced, or the option is cleared from **More Options**, located on the **Advanced** tab of the **Printing Preferences**. The **Reserve Tank** dialog does not display again until after the low ink cartridge has been replaced. The **Complete-A-Print** check box is automatically reset when a new or different cartridge is installed.



Removing and Reinstalling the Software

If your printer does not function properly, or communication error messages appear when using your printer, you can remove and reinstall the printer software.

1. Click **Start→Programs** or **All Programs→Dell Printers→Dell Photo AIO Printer 924→Uninstall Dell Photo AIO Printer 924.**
2. Follow the instructions on the screen.
3. Restart your computer.
4. Insert the *Drivers and Utilities* CD, and then follow the instructions on the screen.

   If the installation screen does not appear:

   a. In *Windows XP*, click **Start→My Computer**.

      In *Windows 2000*, double-click **My Computer** from your desktop.

   b. Double-click the **CD-ROM drive** icon. If necessary, double-click **setup.exe**.

   c. When the printer software installation screen appears, click **Personal Installation** or **Network Installation**.

   d. Follow the instructions on your screen to complete the installation.

4

Ink Cartridge Maintenance

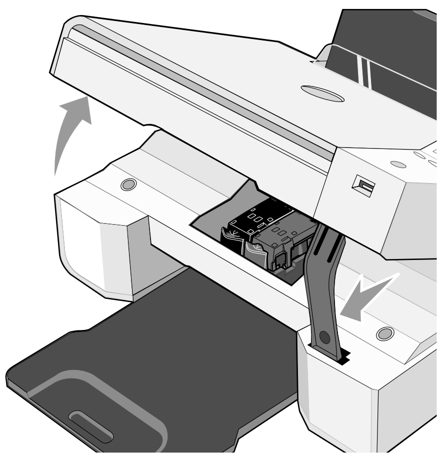
Replacing Ink Cartridges

⚠ **Before performing any of the procedures listed in this section, read and follow the "CAUTION: SAFETY INSTRUCTIONS" on page 9.**

Dell ink cartridges are only available through Dell. You can order more ink online at **www.dell.com/supplies** or by phone. To order by phone, see "Ordering Supplies" on page 2.

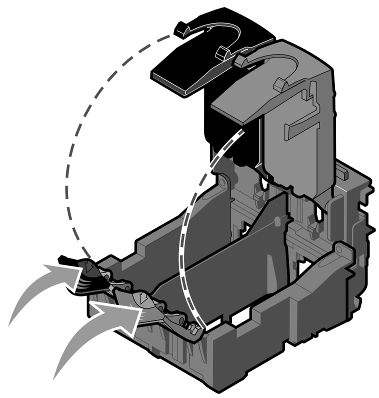
Dell recommends Dell ink cartridges for your printer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.

1 Turn on your printer.
2 Lift the printer unit, and position the scanner support between the tabs to hold it open.

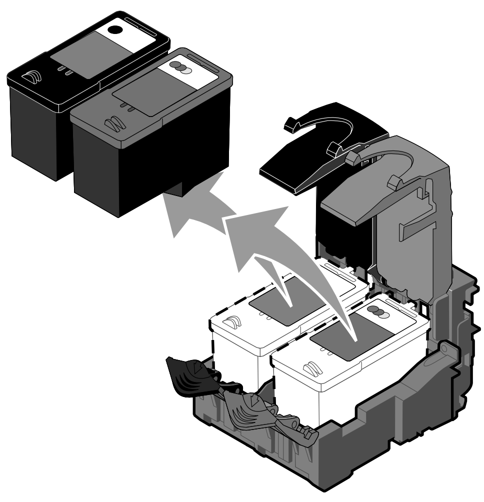


The ink cartridge carrier moves and stops at the loading position unless the printer is busy.

3 Press down on the ink cartridge lever to raise each ink cartridge lid.



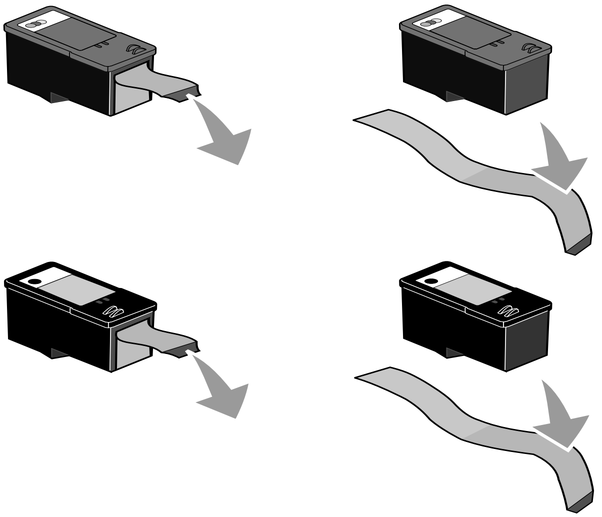
4 Remove the old ink cartridges.



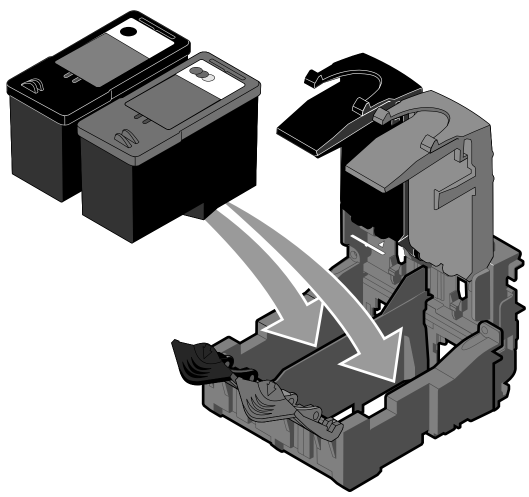
5 Store the cartridges in an air-tight container, such as the storage unit you received with your photo cartridge, or dispose of them properly.

6 If you are installing new ink cartridges, remove the sticker and transparent tape from the back and bottom of each ink cartridge.

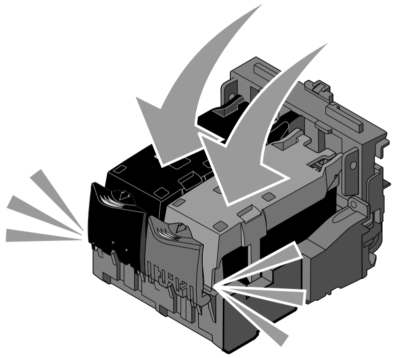
NOTE: The illustration below shows a black cartridge and a color cartridge (used for normal printing). For photo printing, use a photo cartridge and a color cartridge.



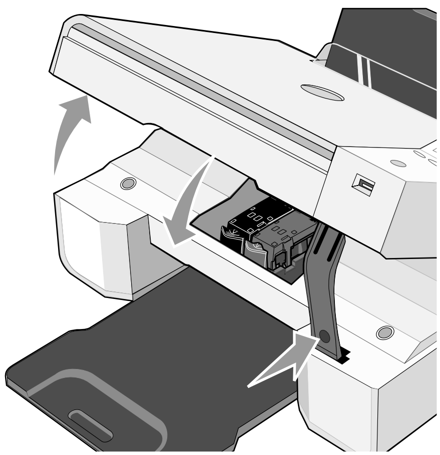
7 Insert the new ink cartridges. Make sure the black or photo ink cartridge is secure in the left ink cartridge carrier, and the color ink cartridge is secure in the right ink cartridge carrier.



8 *Snap* each lid closed.



9 Lift the printer unit, and hold the scanner support up while lowering the printer unit until it is completely closed.



Aligning Ink Cartridges

Your printer automatically prompts you to align the ink cartridges when they are installed or replaced. To verify your ink cartridges are aligned, you can print an alignment page. After you close the printer unit, press the **Menu** button . The alignment page begins printing. During printing, the operator panel display reads `Printing alignment page`. When complete, the message reads `Automatic Alignment Complete`. Your ink cartridges are now aligned for optimal print quality.

You may also need to align ink cartridges when characters are not properly formed or are not aligned at the left margin, or when vertical or straight lines appear wavy.

To align the ink cartridges:

1. Load plain paper. For more information, see "Loading Paper" on page 19.
2. In *Windows XP*, click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes.**

   In *Windows 2000*, click **Start→Settings→ Printers.**
3. Right-click the Dell Photo AIO Printer 924 icon.
4. Click **Printing Preferences**.

   The **Printing Preferences** dialog box opens.
5. Click the **Maintenance** tab.
6. Click **Align Print Cartridges**.
7. Click **Print**.

   The ink cartridges align when the page prints.

Cleaning the Ink Cartridge Nozzles

You may need to clean the nozzles when:

- White lines appear in graphics or solid black areas.
- Print appears smudged or too dark.
- Colors fade, do not print, or do not print completely.
- Vertical lines appear jagged, or edges appear rough.

To clean the ink cartridge nozzles:

1. Load plain paper. For more information, see "Loading Paper" on page 19.
2. In *Windows XP*, click **Start→Control Panel→Printers and Other Hardware→Printers and Faxes.**

   In *Windows 2000*, click **Start→Settings→ Printers.**
3. Right-click the Dell Photo AIO Printer 924 icon.
4. Click **Printing Preferences**.

   The **Printing Preferences** dialog box opens.
5. Click the **Maintenance** tab.
6. Click **Clean Print Cartridges**.
7. If the print quality has not improved, click **Print Again**.
8. Print your document again to verify the improved print quality.
9. If you are not satisfied with the print quality, wipe the ink cartridge nozzles, and then print your document again.

5

Troubleshooting

Follow these tips when you troubleshoot your printer:

- If the printer does not work, ensure that the printer is properly connected.
- If an error message appears on the operator panel display, write down the exact message.

Setup Problems

Computer Problems

VERIFY THAT YOUR PRINTER IS COMPATIBLE WITH YOUR COMPUTER.

The **Dell Photo AIO Printer 924** supports Windows 2000, Windows XP, and Windows XP Professional x64 Edition.

MAKE SURE YOU TURNED ON BOTH YOUR PRINTER AND YOUR COMPUTER.

CHECK THE USB CABLE.

- Ensure the USB cable is firmly connected to your printer and your computer.
- Shut down the computer, reconnect the USB cable as shown on the setup diagram for your printer, and then restart the computer.

IF THE SOFTWARE INSTALLATION SCREEN DOES NOT APPEAR AUTOMATICALLY, INSTALL THE SOFTWARE MANUALLY.

1. Insert the *Drivers and Utilities* CD.
2. Click **Install**.

DETERMINE IF THE PRINTER SOFTWARE IS INSTALLED.

Click **Start**→ **Programs** or **All Programs**→ **Dell Printers**→ **Dell Photo AIO Printer 924**. If **Dell Photo AIO Printer 924** does not appear in the list of programs, the printer software is not installed. Install the printer software. For more information, see "Removing and Reinstalling the Software" on page 47.

SET YOUR PRINTER AS THE DEFAULT PRINTER.

1 In *Windows XP*, click **Start**→ **Control Panel**→ **Printers and Other Hardware**→ **Printers and Faxes**.

In *Windows 2000*, click **Start**→ **Settings**→ **Printers**.

2 Right-click **Dell Photo AIO Printer 924**, and select **Set as Default**.

CORRECT COMMUNICATION PROBLEMS BETWEEN THE DELL ALL-IN-ONE CENTER AND THE COMPUTER.

- Remove the USB cable from your printer and your computer. Reconnect the USB cable to your printer and your computer.
- Turn off the printer. Unplug the printer power cable from the electrical outlet. Reconnect the printer power cable to the electrical outlet, and turn on the printer.
- Restart your computer.

Printer Problems

ENSURE THE PRINTER POWER CABLE IS FIRMLY CONNECTED TO THE PRINTER AND THE ELECTRICAL OUTLET.

DETERMINE IF THE PRINTER HAS BEEN HELD OR PAUSED.

1 In *Windows XP*, click **Start**→ **Control Panel**→ **Printers and Other Hardware**→ **Printers and Faxes**.

In *Windows 2000*, click **Start**→ **Settings**→ **Printers**.

2 Double-click **Dell Photo AIO Printer 924**, and then click **Printer**.

3 Make sure a check mark is not next to **Pause Printing**. If a check mark is next to **Pause Printing**, click **Pause Printing** to clear it.

CHECK FOR FLASHING LIGHTS ON THE PRINTER.

For more information, see "Error Messages and Lights" on page 58.

ENSURE YOU INSTALLED THE INK CARTRIDGES CORRECTLY AND REMOVED THE STICKER AND TAPE FROM EACH CARTRIDGE.

MAKE SURE YOU LOADED THE PAPER CORRECTLY.

For more information, see "Loading Paper" on page 19.

ENSURE A PICTBRIDGE-ENABLED CAMERA IS NOT CONNECTED TO THE PRINTER.

For more information, see "Printing Photos From a PictBridge-Compatible Camera" on page 26.

ENSURE THE PRINTER DISPLAYS THE CORRECT LANGUAGE.

For more information, see "Resetting the Language on Your Printer" on page 13.

IF YOU ARE USING A WIRELESS PRINTER ADAPTER, ENSURE YOU HAVE THE LATEST FIRMWARE UPDATES.

For the latest updates and information, visit **www.support.dell.com**.

General Problems

Faxing Problems

MAKE SURE YOU TURNED ON BOTH YOUR PRINTER AND YOUR COMPUTER, AND THE USB CABLE IS PROPERLY CONNECTED.

ENSURE THE COMPUTER IS CONNECTED TO AN ACTIVE ANALOG PHONE LINE.

Using the fax function requires a phone connection to the fax/modem in your computer.

WHEN USING AN EXTERNAL MODEM, MAKE SURE IT IS TURNED ON, AND IT IS CORRECTLY CONNECTED TO YOUR COMPUTER.

Paper Problems

MAKE SURE YOU LOADED THE PAPER CORRECTLY.

For more information, see "Loading Paper" on page 19.

USE ONLY PAPER RECOMMENDED FOR YOUR PRINTER.

For more information, see "Print Media Guidelines" on page 20.

USE A SMALLER AMOUNT OF PAPER WHEN PRINTING MULTIPLE PAGES.

For more information, see "Print Media Guidelines" on page 20.

MAKE SURE THE PAPER IS NOT WRINKLED, TORN, OR DAMAGED.

MAKE SURE THE PAPER IS CENTERED IN THE PAPER SUPPORT, AND THE PAPER GUIDES REST AGAINST THE LEFT AND RIGHT SIDES OF THE PAPER.

CHECK FOR A PAPER JAM.

Using your printer and your computer

Follow the instructions on the screen for clearing the paper jam.

Using your printer only

If the paper jam is located in the paper support:

1. Turn off your printer.
2. Firmly grasp the paper, and gently pull it from the printer.
3. Turn on your printer, and print the document again.

If the paper jam is not visible:

1. Turn off your printer.
2. Lift the printer unit, and position the scanner support between the tabs to keep it open.
3. Gently pull the paper from the printer.
4. Close the printer (scanner unit), turn on the printer, and print the document again.

Error Messages and Lights

The following error messages can be found on your computer screen or operator panel display.

Error Code:	Error Message:	What it indicates:	Solution:
	Blinking Power Button	The printer has a paper jam or is out of paper.	If a paper jam exists, see "Paper Problems" on page 57. If your printer is out of paper, see "Loading Paper" on page 19.
	`Ink Low`	The ink cartridge is running low on ink. The Low Ink Alert occurs when your ink cartridges reach levels of 25 percent, 15 percent, and 5 percent remaining.	Replace the ink cartridge. For more information, see "Replacing Ink Cartridges" on page 49.
	`Reserve Tank`	A print cartridge's available ink dot count is zero.	Order a new ink cartridge from Dell at **www.dell.com/supplies**, and replace the old ink cartridge.

Error Code:	Error Message:	What it indicates:	Solution:
1100	`Paper jam`	A paper jam exists in the printer.	Clear the paper jam. For more information, see "Paper Problems" on page 57.
1101	`Paper out`	The printer is out of paper.	Load more paper into the printer. For more information, see "Loading Paper" on page 19.
1102	`Incorrect print head`	The ink cartridge is not valid.	Replace the ink cartridge. For more information, see "Replacing Ink Cartridges" on page 49.
1103	`Missing print head`	An ink cartridge has not been installed.	Install an ink cartridge in the empty carrier. For more information, see "Replacing Ink Cartridges" on page 49.
1104	`Print head order`	The ink cartridges have been installed in the wrong carriers.	Swap the ink cartridges. For more information, see "Replacing Ink Cartridges" on page 49.
1200	`Print carrier stall`	The ink cartridge carrier has stalled.	Disconnect the printer power cable, check for paper jams, and then reconnect the power cable.
1201	`Print incomplete`	Data error or incomplete data.	Press the **Power** button to reset.
1203	`Print head short`	Short circuit detected in the print head.	Disconnect and then reconnect the printer power cable. Reinstall the ink cartridges. For more information, see "Replacing Ink Cartridges" on page 49.
1204	`Print head programming`	Unable to program print head ID.	Reinstall the ink cartridges. For more information, see "Replacing Ink Cartridges" on page 49.
1205	`Mono TSR error`	Problem in the mono TSR circuit.	Reinstall the black ink cartridge. For more information, see "Replacing Ink Cartridges" on page 49.
1206	`Color TSR error`	Problem in the color TSR circuit.	Reinstall the color ink cartridge. For more information, see "Replacing Ink Cartridges" on page 49.
1208	`Incorrect home position`	The printer is unable to locate the cartridge home position.	Clear the carrier jam and press the **Start** button .
2100	`Unlock scanner`	The scan carrier has stalled.	Turn off the printer, wait a few seconds, and then turn on the printer.

Improving Print Quality

If you are not satisfied with the print quality of your documents, there are several different ways to improve the print quality.

- Use the appropriate paper. For example, use Dell Premium Photo Paper if you are printing photos with a photo ink cartridge.
- Use paper that is a heavier weight, bright white, or coated. Use Dell Premium Photo Paper if you are printing photos.
- Select a higher print quality.

To select a higher print quality:

1. With your document open, click **File→Print**.

   The **Print** dialog box opens.

2. Click **Preferences**, **Properties**, or **Options** (depending on your program or operating system).

   The **Printing Preferences** dialog box opens.

3. On the **Print Setup** tab select a higher quality setting.
4. Print your document again.
5. If the print quality does not improve, try aligning or cleaning the ink cartridges. For more information on aligning, see "Aligning Ink Cartridges" on page 53. For more information on cleaning ink cartridges, see "Cleaning the Ink Cartridge Nozzles" on page 54.

For additional solutions, go to **support.dell.com**.

6

Contacting Dell

Technical Assistance

If you need help with a technical problem, Dell is ready to assist you.

1 Call technical support from a telephone near or at the printer so that technical support can assist you with any necessary procedures. When calling Dell, use your Express Service Code to help expedite the routing of your call to the proper support personnel.

   The Express Service Code is located on the back panel of the printer near the serial number for the printer.

NOTE: Dell's Express Service Code system may not be available in all countries.

2 In the U.S., Business customers should call 1-877-459-7298, and Consumer (Home and Home Office) customers should call 1-800-624-9896.

   If you are calling from a different country or are in a different Service area, see "Contacting Dell" on page 62 for your local telephone number.

3 Follow the menu prompts in the automated telephone system to speak with a technical support representative.

Automated Order-Status Service

To check on the status of any Dell products that you have ordered, you can go to **support.dell.com**, or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. See "Contacting Dell" on page 62 for the telephone number to call for your region.

Contacting Dell

To contact Dell electronically, you can access the following websites:

- **www.dell.com**
- **support.dell.com** (technical support)
- **premiersupport.dell.com** (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

NOTE: Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires)	Website: **www.dell.com.ar**	
International Access Code: **00**	E-mail: us_latin_services@dell.com	
Country Code: **54**	E-mail for desktop and portable computers: la-techsupport@dell.com	
City Code: **11**	E-mail for servers and EMC: la_enterprise@dell.com	
	Customer Care	toll-free: 0-800-444-0730
	Tech Support	toll-free: 0-800-444-0733
	Tech Support Services	toll-free: 0-800-444-0724
	Sales	0-810-444-3355
Aruba	General Support	toll-free: 800-1578
Australia (Sydney)	E-mail (Australia): au_tech_support@dell.com	
International Access Code: **0011**	E-mail (New Zealand): nz_tech_support@dell.com	
Country Code: **61**	Home and Small Business	1-300-655-533
City Code: **2**	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Technical Support (portables and desktops)	toll-free: 1-300-655-533
	Technical Support (servers and workstations)	toll-free: 1-800-733-314
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Austria (Vienna)	Website: **support.euro.dell.com**	
International Access Code: **900**	E-mail: tech_support_central_europe@dell.com	
Country Code: **43**	Home/Small Business Sales	0820 240 530 00
City Code: **1**	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066
Belgium (Brussels)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail for French-speaking Customers: **support.euro.dell.com/be/fr/emaildell/**	
Country Code: **32**	Technical Support	02 481 92 88
City Code: **2**	Technical Support Fax	02 481 92 95
	Customer Care	02 713 15 65
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00
Bermuda	General Support	1-800-342-0671
Bolivia	General Support	toll-free: 800-10-0238
Brazil	Website: **www.dell.com/br**	
International Access Code: **00**	Customer Support, Technical Support	0800 90 3355
Country Code: **55**	Technical Support Fax	51 481 5470
City Code: **51**	Customer Care Fax	51 481 5480
	Sales	0800 90 3390
British Virgin Islands	General Support	toll-free: 1-866-278-6820
Brunei	Customer Technical Support (Penang, Malaysia)	604 633 4966
Country Code: **673**	Customer Service (Penang, Malaysia)	604 633 4949
	Sales (Singapore)	toll-free: 1 800 394 7425

Country (City) **International Access Code** **Country Code** **City Code**	**Department Name or Service Area,** **Website and E-Mail Address**	**Area Codes,** **Local Numbers, and** **Toll-Free Numbers**
Canada (North York, Ontario)	Online Order Status: **www.dell.ca/ostatus**	
International Access Code: **011**	AutoTech (automated technical support)	toll-free: 1-800-247-9362
	Customer Care (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Customer Care (med./large business, government)	toll-free: 1-800-326-9463
	Technical Support (Home Sales/Small Business)	toll-free: 1-800-847-4096
	Technical Support (med./large bus., government)	toll-free: 1-800-387-5757
	Sales (Home Sales/Small Business)	toll-free: 1-800-387-5752
	Sales (med./large bus., government)	toll-free: 1-800-387-5755
	Spare Parts Sales & Extended Service Sales	1 866 440 3355
Cayman Islands	General Support	1-800-805-7541
Chile (Santiago)	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823
Country Code: **56**		
City Code: **2**		

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
China (Xiamen)	Technical Support website: **support.dell.com.cn**	
Country Code: **86**	Technical Support E-mail: cn_support@dell.com	
City Code: **592**	Customer Care E-mail: customer_cn@dell.com	
	Technical Support Fax	592 818 1350
	Technical Support (Dell™ Dimension™ and Inspiron™)	toll-free: 800 858 2969
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	toll-free: 800 858 0950
	Technical Support (servers and storage)	toll-free: 800 858 0960
	Technical Support (projectors, PDAs, switches, routers, and so on)	toll-free: 800 858 2920
	Technical Support (printers)	86 592 818 3144 or toll-free: 800 858 2311
	Customer Care	toll-free: 800 858 2060
	Customer Care Fax	592 818 1308
	Home and Small Business	toll-free: 800 858 2222
	Preferred Accounts Division	toll-free: 800 858 2557
	Large Corporate Accounts GCP	toll-free: 800 858 2055
	Large Corporate Accounts Key Accounts	toll-free: 800 858 2628
	Large Corporate Accounts North	toll-free: 800 858 2999
	Large Corporate Accounts North Government and Education	toll-free: 800 858 2955
	Large Corporate Accounts East	toll-free: 800 858 2020
	Large Corporate Accounts East Government and Education	toll-free: 800 858 2669
	Large Corporate Accounts Queue Team	toll-free: 800 858 2572
	Large Corporate Accounts South	toll-free: 800 858 2355
	Large Corporate Accounts West	toll-free: 800 858 2811
	Large Corporate Accounts Spare Parts	toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Czech Republic (Prague)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: czech_dell@dell.com	
Country Code: **420**	Technical Support	22537 2727
	Customer Care	22537 2707
	Fax	22537 2714
	Tech Fax	22537 2728
	Switchboard	22537 2711
Denmark (Copenhagen)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/dk/da/emaildell/**	
Country Code: **45**	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Switchboard Fax (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Switchboard Fax (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777
Finland (Helsinki)	Website: **support.euro.dell.com**	
International Access Code: **990**	E-mail: **support.euro.dell.com/fi/fi/emaildell/**	
Country Code: **358**	Technical Support	09 253 313 60
City Code: **9**	Customer Care	09 253 313 38
	Fax	09 253 313 99
	Switchboard	09 253 313 00

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
France (Paris) (Montpellier)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/fr/fr/emaildell/**	
Country Code: **33**	**Home and Small Business**	
City Codes: **(1) (4)**	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01
Germany (Langen)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: tech_support_central_europe@dell.com	
Country Code: **49**	Technical Support	06103 766-7200
City Code: **6103**	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Greece	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/gr/en/emaildell/**	
Country Code: **30**	Technical Support	00800-44 14 95 18
	Gold Service Technical Support	00800-44 14 00 83
	Switchboard	2108129810
	Gold Service Switchboard	2108129811
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong	Website: **support.ap.dell.com**	
International Access Code: **001**	Technical Support E-mail: apsupport@dell.com	
Country Code: **852**	Technical Support (Dimension and Inspiron)	2969 3188
	Technical Support (OptiPlex, Latitude, and Dell Precision)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Customer Care	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105
India	Technical Support	1600 33 8045
	Sales (Large Corporate Accounts)	1600 33 8044
	Sales (Home and Small Business)	1600 33 8046

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Ireland (Cherrywood)	Website: **support.euro.dell.com**	
International Access Code: **16**	E-mail: dell_direct_support@dell.com	
Country Code: **353**	Technical Support	1850 543 543
City Code: **1**	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/Sales Fax	01 204 0103
	Switchboard	01 204 4444
Italy (Milan)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/it/it/emaildell/**	
Country Code: **39**	**Home and Small Business**	
City Code: **02**	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
Jamaica	General Support (dial from within Jamaica only)	1-800-682-3639

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Japan (Kawasaki)	Website: **support.jp.dell.com**	
International Access Code: **001**	Technical Support (servers)	toll-free: 0120-198-498
Country Code: **81**	Technical Support outside of Japan (servers)	81-44-556-4162
City Code: **44**	Technical Support (Dimension and Inspiron)	toll-free: 0120-198-226
	Technical Support outside of Japan (Dimension and Inspiron)	81-44-520-1435
	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 0120-198-433
	Technical Support outside of Japan (Dell Precision, OptiPlex, and Latitude)	81-44-556-3894
	Technical Support (PDAs, projectors, printers, routers)	toll-free: 0120-981-690
	Technical Support outside of Japan (PDAs, projectors, printers, routers)	81-44-556-3468
	Faxbox Service	044-556-3490
	24-Hour Automated Order Service	044-556-3801
	Customer Care	044-556-4240
	Business Sales Division (up to 400 employees)	044-556-1465
	Preferred Accounts Division Sales (over 400 employees)	044-556-3433
	Large Corporate Accounts Sales (over 3500 employees)	044-556-3430
	Public Sales (government agencies, educational institutions, and medical institutions)	044-556-1469
	Global Segment Japan	044-556-3469
	Individual User	044-556-1760
	Switchboard	044-556-4300
Korea (Seoul)	Technical Support	toll-free: 080-200-3800
International Access Code: **001**	Sales	toll-free: 080-200-3600
Country Code: **82**	Customer Service (Penang, Malaysia)	604 633 4949
City Code: **2**	Fax	2194-6202
	Switchboard	2194-6000
	Technical Support (Electronics and Accessories)	toll-free: 080-200-3801

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600
		or 512 728-3772
Luxembourg	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: tech_be@dell.com	
Country Code: **352**	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
Macao	Technical Support	toll-free: 0800 105
Country Code: **853**	Customer Service (Xiamen, China)	34 160 910
	Transaction Sales (Xiamen, China)	29 693 115
Malaysia (Penang)	Website: **support.ap.dell.com**	
International Access Code: **00**	Technical Support (Dell Precision, OptiPlex, and Latitude)	toll-free: 1 800 88 0193
Country Code: **60**	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1 800 88 1306
City Code: **4**	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 88 1386
	Customer Service (Penang, Malaysia)	04 633 4949
	Sales	toll-free: 1 800 88 0553

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: **00**		or 001-877-269-3383
Country Code: **52**	Sales	50-81-8800
		or 01-800-888-3355
	Customer Service	001-877-384-8979
		or 001-877-269-3383
	Main	50-81-8800
		or 01-800-888-3355
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519
Netherlands (Amsterdam)	Website: **support.euro.dell.com**	
International Access Code: **00**	Technical Support	020 674 45 00
Country Code: **31**	Technical Support Fax	020 674 47 66
City Code: **20**	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 43 25
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand	E-mail (New Zealand): nz_tech_support@dell.com	
International Access Code: **00**	E-mail (Australia): au_tech_support@dell.com	
Country Code: **64**	Technical Support (for desktop and portable computers)	toll-free: 0800 446 255
	Technical Support (for servers and workstations)	toll-free: 0800 443 563
	Home and Small Business	0800 446 255
	Government and Business	0800 444 617
	Sales	0800 441 567
	Fax	0800 441 566
Nicaragua	General Support	001-800-220-1006

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Norway (Lysaker)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/no/no/emaildell/**	
Country Code: **47**	Technical Support	671 16882
	Relational Customer Care	671 17575
	Home/Small Business Customer Care	231 62298
	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	General Support	001-800-507-0962
Peru	General Support	0800-50-669
Poland (Warsaw)	Website: **support.euro.dell.com**	
International Access Code: **011**	E-mail: pl_support_tech@dell.com	
Country Code: **48**	Customer Service Phone	57 95 700
City Code: **22**	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/pt/en/emaildell/**	
Country Code: **351**	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410, 800 300 411, 800 300 412, or 21 422 07 10
	Fax	21 424 01 12
Puerto Rico	General Support	1-800-805-7545
St. Kitts and Nevis	General Support	toll-free: 1-877-441-4731
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Singapore (Singapore)	Website: **support.ap.dell.com**	
International Access Code: **005**	Technical Support (Dimension, Inspiron, and Electronics and Accessories)	toll-free: 1800 394 7430
Country Code: **65**	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 394 7488
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 394 7478
	Customer Service (Penang, Malaysia)	604 633 4949
	Sales	toll-free: 1 800 394 7425
Slovakia (Prague)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: czech_dell@dell.com	
Country Code: **421**	Technical Support	02 5441 5727
	Customer Care	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 7585
South Africa (Johannesburg)	Website: **support.euro.dell.com**	
International Access Code:	E-mail: dell_za_support@dell.com	
09/091	Gold Queue	011 709 7713
Country Code: **27**	Technical Support	011 709 7710
City Code: **11**	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Spain (Madrid)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/es/es/emaildell/**	
Country Code: **34**	**Home and Small Business**	
City Code: **91**	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: **support.euro.dell.com/se/sv/emaildell/**	
Country Code: **46**	Technical Support	08 590 05 199
City Code: **8**	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Technical Support Fax	08 590 05 594
	Sales	08 590 05 185
Switzerland (Geneva)	Website: **support.euro.dell.com**	
International Access Code: **00**	E-mail: Tech_support_central_Europe@dell.com	
Country Code: **41**	E-mail for French-speaking HSB and Corporate Customers: **support.euro.dell.com/ch/fr/emaildell/**	
City Code: **22**	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Taiwan	Website: **support.ap.dell.com**	
International Access Code: **002**	E-mail: ap_support@dell.com	
Country Code: **886**	Technical Support (OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories)	toll-free: 00801 86 1011
	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 00801 60 1256
	Transaction Sales	toll-free: 00801 65 1228
	Corporate Sales	toll-free: 00801 65 1227
Thailand	Website: **support.ap.dell.com**	
International Access Code: **001**	Technical Support (OptiPlex, Latitude, and Dell Precision)	toll-free: 1800 0060 07
Country Code: **66**	Technical Support (PowerApp, PowerEdge, PowerConnect, and PowerVault)	toll-free: 1800 0600 09
	Customer Service (Penang, Malaysia)	604 633 4949
	Corporate Sales	toll-free: 1800 006 009
	Transaction Sales	toll-free: 1800 006 006
Trinidad/Tobago	General Support	1-800-805-8035
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.K. (Bracknell)	Website: **support.euro.dell.com**	
International Access Code: **00**	Customer Care website: **support.euro.dell.com/uk/en/ECare/Form/Home.asp**	
Country Code: **44**		
City Code: **1344**	E-mail: dell_direct_support@dell.com	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598-2521

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: **011**	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: **1**	**Consumer** (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: **www.dellfinancialservices.com**	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	Business	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	Public (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605

7

Appendix

U.S. Terms and Conditions of Sale

These terms and conditions ("Agreement") apply to your purchase of computer systems and/or related products and/or services and support sold in the United States ("Product") by the Dell entity named on the invoice or acknowledgement ("Dell") provided to you. By accepting delivery of the Product, you accept and are bound to the terms and conditions of this Agreement. If you do not wish to be bound by this Agreement, you must notify Dell immediately and return your purchase pursuant to Dell's Total Satisfaction Return Policy.
(See: **http://support.dell.com/ContactUs/ByPhone.aspx?c=us&l=en&s=gen** for our contact information.) If returned, Product(s) must remain in the boxes in which they were shipped. THIS AGREEMENT SHALL APPLY UNLESS (I) YOU HAVE A SEPARATE PURCHASE AGREEMENT WITH DELL, IN WHICH CASE THE SEPARATE AGREEMENT SHALL GOVERN; OR (II) OTHER DELL TERMS AND CONDITIONS APPLY TO THE TRANSACTION.

1 **Other Documents.**

This Agreement may NOT be altered, supplemented, or amended by the use of any other document(s) unless otherwise agreed to in a written agreement signed by both you and Dell. If you do not receive an invoice or acknowledgement in the mail, via e-mail, or with your Product, information about your purchase may be obtained at **http://support.dell.com/dellcare/Invoice.aspx** or by contacting your sales representative.

2 **Payment Terms; Orders; Quotes; Interest.**

Payment terms are within Dell's sole discretion, and, unless otherwise agreed to by Dell, payment must be made at the time of purchase. Payment for Product may be made by credit card, wire transfer, or some other prearranged payment method. Dell may invoice parts of an order separately. Your order is subject to cancellation by Dell, at Dell's sole discretion. Unless you and Dell have agreed to a different discount, Dell's standard pricing policy for Dell™-branded systems, which include both hardware and services in one discounted price, allocates the discount off list price applicable to the service portion of the system to be equal to the overall calculated percentage discount off list price on the entire system. Dell is not responsible for pricing, typographical, or other errors, in any offer by Dell and reserves the right to cancel any orders resulting from such errors.

3 **Shipping Charges; Taxes; Title; Risk of Loss.**

Shipping and handling are additional unless otherwise expressly indicated at the time of sale. Loss or damage that occurs during shipping by a carrier selected by Dell is Dell's responsibility. Loss or damage that occurs during shipping by a carrier selected by you is your responsibility. You must notify Dell within 30 days of the date of your invoice or acknowledgement if you believe any part of your purchase is missing, wrong or damaged. Unless you provide Dell with a valid and correct tax exemption certificate applicable to your purchase of Product and the Product ship-to location, you are responsible for sales and other taxes associated with the order. Shipping dates are estimates only. Title to software will remain with the applicable licensor(s).

4 **Warranties.**

THE LIMITED WARRANTIES APPLICABLE TO DELL-BRANDED HARDWARE PRODUCT CAN BE FOUND AT **http://www.dell.com/policy/legal/warranty.htm** OR IN THE DOCUMENTATION DELL PROVIDES WITH THE PRODUCT. DELL MAKES NO WARRANTIES FOR SERVICE, SOFTWARE, OR NON-DELL BRANDED PRODUCT. SUCH PRODUCT IS PROVIDED BY DELL "**AS IS.**" WARRANTY AND SERVICE FOR NON-DELL

BRANDED PRODUCT, IF ANY, IS PROVIDED BY THE ORIGINAL MANUFACTURER, NOT BY DELL. DELL MAKES NO EXPRESS WARRANTIES EXCEPT THOSE STATED IN DELL'S APPLICABLE WARRANTY STATEMENT IN EFFECT ON THE DATE OF THE INVOICE, PACKING SLIP OR ACKNOWLEDGEMENT. WARRANTIES AND SERVICE WILL BE EFFECTIVE, AND DELL WILL BE OBLIGATED TO HONOR ANY SUCH WARRANTIES AND SERVICES, ONLY UPON DELL'S RECEIPT OF PAYMENT IN FULL FOR THE ITEM TO BE WARRANTED OR SERVICED.

5 **Software.**

All software is provided subject to the license agreement that is part of the software package and you agree that you will be bound by such license agreement.

6 **Return Policies; Exchanges.**

New and refurbished Product that you purchase directly from Dell (and not a third party) you may return or exchange only in accordance with Dell's return policy in effect on the date of the invoice or acknowledgement. Any returns or exchanges will be made in accordance with Dell's exchange policies in effect on the date of the return or exchange. You must contact us directly before you attempt to return Product to obtain a Return Material Authorization Number for you to include with your return. You must return Product to us in their original or equivalent packaging. You are responsible for risk of loss, shipping and handling fees for returning or exchanging Product. Additional fees may apply. Dell's return policy for Dell-branded Product can be found at: **http://www.dell.com/policy/legal/warranty.htm**. Non-Dell branded software and peripheral return policies can be found at: **http://rcommerce.us.dell.com/rcomm/include/dw_policies.htm**.

Refurbished Product return policies can be found at: **http://www.dell.com/us/en/dfh/topics/segtopic_nav_info_002_info.htm**. If you fail to follow the return or exchange instructions and policies provided by Dell, Dell is not responsible whatsoever for Product that is lost, damaged, modified or otherwise processed for disposal or resale. If you are returning all components in an order, you will be credited the full amount paid for the order. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing.

7 **Changed or Discontinued Product.**

Dell's policy is one of ongoing update and revision. Dell may revise and discontinue Product at any time without notice to you and this may affect information saved in your online "cart." Dell will ship Product that has the functionality and performance of the Product ordered, but changes between what is shipped and what is described in a specification sheet or catalog are possible. Parts used in repairing or servicing Product may be new, equivalent-to-new, or reconditioned.

8 **Service and Support.**

Service offerings may vary from Product to Product. If you purchase optional services and support from Dell, Dell and/or your third-party service provider will provide such service and support to you in the United States in accordance with the terms and conditions located at **http://www.dell.com/us/en/gen/services/service_service_contracts.htm** or as mailed to you. You may contact Dell for more information, see **http://www1.us.dell.com/content/topics/segtopic.aspx/contact/contact?c=us&l=en&s=gen** for contact information. Dell and/or the third-party service provider may at their discretion, revise their general and optional service and support programs and the terms and conditions that govern them without prior notice to you. Dell has no obligation to provide service or support until Dell has received full payment for the Product or service/support contract you purchased. Dell is not obligated to provide service or support you purchase through a third party and not Dell.

9 **Limitation of Liability.**

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING BUT NOT LIMITED TO ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE, LOST PROFITS, LOSS OF BUSINESS OR FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES AND SUPPORT. EXCEPT AS EXPRESSLY PROVIDED HEREIN, DELL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE

POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCT, DELL IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AMOUNT INVOICED FOR THE APPLICABLE PRODUCT. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, THE REMEDIES SET FORTH IN THIS AGREEMENT SHALL APPLY EVEN IF SUCH REMEDIES FAIL THEIR ESSENTIAL PURPOSE. **DELL IS NOT LIABLE TO YOU FOR WARRANTIES, SUPPORT, OR SERVICE MADE BY OR PURCHASED FROM A THIRD PARTY AND NOT DIRECTLY FROM DELL. DELL IS NOT RESPONSIBLE FOR REPRESENTATIONS OR OMISSIONS MADE BY A THIRD PARTY.**

10 **Applicable Law; Not For Resale or Export.**

You agree to comply with all applicable laws and regulations of the various states and of the United States. You agree and represent that you are buying only for your own internal use only, and not for resale or export. Dell has separate terms and conditions governing resale of Product by third parties and transactions outside the United States. Terms and conditions for resale are located at: **http://www.dell.com/policy/legal/termsofsale.htm.**

11 **Governing Law.**

THIS AGREEMENT AND ANY SALES THERE UNDER SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAWS RULES.

12 **Headings.**

The section headings used herein are for convenience of reference only and do not form a part of these terms and conditions, and no construction or inference shall be derived there from.

13 **Binding Arbitration.**

ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL, its agents, employees, principals, successors, assigns, affiliates (collectively for purposes of this paragraph, "Dell") arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to this Agreement), Dell's advertising, or any related purchase SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at **http://www.arb-forum.com**, or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between customer and Dell. NEITHER CUSTOMER NOR DELL SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS, OR ARBITRATE ANY CLAIM AS A REPRESENTATIVE OR CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. This transaction involves interstate commerce, and this provision shall be governed by the Federal Arbitration Act 9 U.S.C. sec. 1-16 (FAA). Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Dell will be responsible for paying any arbitration filing fees and fees required to obtain a hearing to the extent such fees exceed the amount of the filing fee for initiating a claim in the court of general jurisdiction in the state in which you reside. Each party shall pay for its own costs and attorneys' fees, if any. However, if any party prevails on a statutory claim that affords the prevailing party attorneys' fees, or if there is a written agreement providing for fees, the Arbitrator may award reasonable fees to the prevailing party, under the standards for fee shifting provided by law. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405. (REV 4/04)

Limited Warranties and Return Policy

Limited Warranty for Dell-Branded Hardware Products (U.S. Only)

Dell-branded hardware products purchased in the U.S. come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip or invoice.

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

How long does this limited warranty last?

This limited warranty lasts for the time period indicated on your packing slip or invoice, except for the following Dell-branded hardware:

- Portable computer batteries carry a 1-year limited warranty.
- Projector lamps carry a 90-day limited warranty.
- Memory carries a lifetime limited warranty.
- Monitors carry the longer of either a 3-year limited warranty or the remainder of the warranty for the Dell™ computer to which the monitor will be connected.
- PDAs, MP3 players, earphones, remote inline controls, and AC adapters carry a 1-year limited warranty.
- Other add-on hardware carries the longer of either a 1-year limited warranty for new parts and a 90-day limited warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.

The limited warranty on all Dell-branded products begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Service Tag or order number available.

Web Support	**support.dell.com/ContactUs/ContactUsHome.aspx?c=us&l=en&s=gen**
Individual Home Consumers:	U.S. Only
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
Individual Home Consumers who purchased through an Employee Purchase Program:	
Technical Support and Customer Service	1-800-822-8965
Home and Small Business Commercial Customers:	
Technical Support and Customer Service	1-800-456-3355
Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):	
Technical Support and Customer Service	1-877-459-7278
Government and Education Customers:	
Technical Support and Customer Service	1-877-459-7278
Dell-Branded Memory	1-888-363-5150

What will Dell do?

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the issue is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

During the remaining years: For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to **www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm**

- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to **www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm**
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to **www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm**

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited warranty agreement and Dell's terms and conditions of sale located at **www.dell.com**. Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

Total Satisfaction Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you are satisfied with your purchases. That is why we offer a Total Satisfaction return policy for most products that you, the end-user customer, purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable return fees as follows:

New Hardware Products and Accessories — Unless you have a separate agreement with Dell, all hardware, accessories, peripherals, parts, and unopened software still in its/their sealed package, excluding the products listed below, may be returned within twenty-one (21) days from the date on the packing slip or invoice.

Exclusions from the foregoing return policy:

- New Dell PowerEdge™, Dell PowerConnect™, and Dell PowerVault™ products (excluding PowerVault 160T tape libraries) may be returned within thirty (30) days from the date on the packing slip or invoice, except that new PowerEdge ***SC*** servers and n series products purchased from the Small and Medium Business Sales Division may only be returned within fourteen (14) days from the date on the packing slip or invoice.
- Application software or an operating system that has been installed by Dell may not be returned unless you return the entire computer under the 21-day return policy, if applicable to your purchase (if not applicable to your purchase, you may not return application software or an operating system).
- Nondefective third-party and Dell-branded software, peripheral, electronics and accessory products (for example: televisions, printers, projectors, MP3 players, PDAs, battery chargers, un-preinstalled third-party software, wireless cards/access points/routers), including but not limited to those sold by or through Dell's "Software & Peripherals" or "Electronics & Accessories" groups, may be returned within twenty-one (21) days from the date on the packing slip or invoice, but a fifteen percent (15%) return fee may be deducted from any refund or credit.
- Dell | EMC storage products, EMC-branded products, Unisys-branded products, PowerVault 160T tape libraries, enterprise software, non-Dell-branded enterprise products, software and/or software licenses, or any non-Dell-customized hardware and/or software product(s) may not be returned at any time.

Reconditioned or Refurbished Dell-Branded Hardware Products and Parts — All reconditioned or refurbished PowerEdge, PowerConnect, and PowerVault products may be returned within thirty (30) days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen (14) days of the date on the packing slip or invoice.

How to Return — To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or go to **www.dell.com/us/en/gen/contact.htm**) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five (5) days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

Dell™ Printer Consumables Limited Warranties

The following section describes the limited warranty for printer consumables (ink cartridges, toner cartridges, photo print packs, and photo paper) for Dell-branded printers, for the U.S.

Consumables Limited Warranty (U.S. Only)

Dell Inc. warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges, photo print packs and photo paper, they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT. FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

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SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Export Regulations

Customer acknowledges that these Products, which may include technology and software, are subject to the customs and export control laws and regulations of the United States ("U.S.") and may also be subject to the customs and export laws and regulations of the country in which the Products are manufactured and/or received. Customer agrees to abide by those laws and regulations. Further, under U.S. law, the Products may not be sold, leased or otherwise transferred to restricted end-users or to restricted countries. In addition, the Products may not be sold, leased or otherwise transferred to, or utilized by an end-user engaged in activities related to weapons of mass destruction, including without limitation, activities related to the design, development, production or use of nuclear weapons, materials, or facilities, missiles or the support of missile projects, and chemical or biological weapons.

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Limited Warranty

Dell warrants that the Software disks will be free from defects in materials and workmanship under normal use for ninety (90) days from the date you receive them. This warranty is limited to you and is not transferable. Any implied warranties are limited to ninety (90) days from the date you receive the Software. Some jurisdictions do not allow limits on the duration of an implied warranty, so this limitation may not apply to you. The entire liability of Dell and its

suppliers, and your exclusive remedy, shall be (a) return of the price paid for the Software or (b) replacement of any disk not meeting this warranty that is sent with a return authorization number to Dell, at your cost and risk. This limited warranty is void if any disk damage has resulted from accident, abuse, misapplication, or service or modification by someone other than Dell. Any replacement disk is warranted for the remaining original warranty period or thirty (30) days, whichever is longer.

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General

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Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, including computers, contribute to the electromagnetic environment.

Electromagnetic Compatibility is the ability of items of electronic equipment to function properly together in the electronic environment. While this product has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the product with respect to the receiver.
- Move the product away from the receiver.
- Plug the product into a different outlet so that the product and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

Dell™ products are designed, tested, and classified for their intended electromagnetic environment. These electromagnetic environment classifications generally refer to the following harmonized definitions:

- Class A is typically for business or industrial environments.
- Class B is typically for residential environments.

Information Technology Equipment (ITE), including devices, expansion cards, printers, input/output (I/O) devices, monitors, and so on, that are integrated into or connected to the product should match the electromagnetic environment classification of the product.

A Notice About Shielded Signal Cables: Use only shielded cables for connecting devices to any Dell device to reduce the possibility of interference with radio communications services. Using shielded cables ensures that you maintain the appropriate Electromagnetic Compatibility classification for the intended environment. For parallel printers, a cable is available from Dell. If you prefer, you can order a cable from Dell on the World Wide Web at www.dell.com/supplies.

Most Dell products are classified for Class B environments. However, the inclusion of certain options may change the rating of some configurations to Class A. To determine the electromagnetic classification for your computer or device, see the following sections specific for each regulatory agency. Each section provides country-specific Electromagnetic Compatibility/EMI, telecommunications, wireless, or product safety information.

FCC Notices (U.S. Only)

For FCC information, see the appropriate documentation for your product: Dell printer *User's Guide*.

Index

A

Advanced tab, 44

aligning ink cartridges, 53

B

borderless printing, 25

buttons, operator panel
- Cancel, 15
- down arrow, 14
- Power, 14

C

Cancel button, 15

cards
- loading, 21

cartridges, ink
- aligning, 53
- replacing, 49

cleaning
- ink cartridge nozzles, 54

copies, 26

copying
- operator panel, 26
- software, 27

D

Dell
- contacting, 61

Dell All-In-One Center
- accessing, 42
- Copy section, 42
- Preview section, 42
- Productivity Tools, 42
- Scan section, 42
- using, 41

Dell Picture Studio v2.0
- using, 45

E

e-mail
- document, 34
- scanned image, 34

envelopes
- loading, 20

error message
- Color TSR error, 59
- Incorrect home position, 59
- Incorrect print head, 59
- Ink Low, 58
- Missing print head, 59
- Mono TSR error, 59
- Paper jam, 59
- Paper tray empty, 59
- Print carrier stall, 59
- Print head order, 59
- Print head programming, 59
- Print head short, 59
- Print incomplete, 59
- Unlock scanner, 59

F

faxing, 35

G

glossy paper
- loading, 21

greeting cards
- loading, 21

I

index cards
- loading, 21

ink cartridges
- aligning, 53
- cleaning, 54
- replacing, 49

Ink Low message, 58

iron-on transfers
- loading, 21

L

loading
- cards, 21
- envelopes, 20
- greeting cards, 21
- index cards, 21
- iron-on transfers, 21
- photo cards, 21
- photo paper, 21
- postcards, 21
- transparencies, 21

M

Maintenance tab, 44

messages, error
- Color TSR error, 59
- Incorrect home position, 59
- Incorrect print head, 59
- Ink Low, 58
- Missing print head, 59
- Mono TSR error, 59
- Paper jam, 59
- Paper tray empty, 59
- Print carrier stall, 59
- Print head order, 59
- Print head programming, 59
- Print head short, 59
- Print incomplete, 59
- Unlock scanner, 59

multiple copies, 44

N

nozzles, ink cartridge
- cleaning, 54

O

operator panel
- copying with, 26
- using, 14

P

paper exit tray, 12

Paper jam message, 59

Paper tray empty message, 59

paper type sensor, 17
- turning off, 18

photo cards
- loading, 21

photo paper
- loading, 21

photos
- printing, 24

PictBridge, 26

postcards
- loading, 21

Print Setup tab, 44

Printing Preferences
- accessing, 43
- Advanced tab, 44
- Maintenance tab, 44
- Print Setup tab, 44

S

software
- Dell All-In-One Center, 41
- Printing Preferences, 43
- reinstalling, 47
- uninstalling, 47

specialty media
- cards, 21
- envelopes, 20
- glossy, 21
- greeting cards, 21
- index cards, 21
- iron-on transfers, 21
- photo cards, 21
- photo paper, 21
- postcards, 21
- transparencies, 21

support
- contacting Dell, 61

T

troubleshooting
- ink low message, 58
- paper out message, 59